



UNIVERSITY OF
THESSALY

**Department of Physical Education & Sport Science
Interdepartmental Graduate Program in Lifestyle Medicine**

M3.2

Regulation for the Operation of the
Complaint and Objection Management
Mechanism for Students



MLM
Msc Lifestyle Medicine

2024

The main purpose of the "Regulation for the Operation of the Complaint and Objection Management Mechanism for Students" of the Interdepartmental Master's Program "Lifestyle Medicine" at the University of Thessaly is to ensure the prompt and fair resolution of student complaints/objections with efficiency and confidentiality. This mechanism addresses complaints/objections related to the quality of the educational and administrative services provided by the Department and is intended for active students of the Master's Program. Its aim is to resolve problems students face throughout their studies.

Στο In the postgraduate program "Lifestyle Medicine" any student complaints and/or inexpediency of the educational and research process and administrative services are dealt with in the following ways:

1. In order to register the complaints and objections of the students of the Program, the "Complaint Submission Form" is available in printed and electronic form, which the student fills in briefly with clarity and objectivity. In electronic submission of the request, the Secretariat is requested to inform that it has received the request within two (2) working days. The Secretariat also assigns an incoming protocol number.
2. The Secretariat of the Master's Program is required to immediately forward the request to the Director of the Master's Program, along with all the supporting documents it has received or is in possession of. The Director, after examining the complaint or objection, takes all necessary actions and informs the Advisor Professor or the relevant bodies of the Master's Program (e.g., the responsible committee) or contacts the competent service regarding the issue (e.g., if it concerns an individual interacting with the Department). The Director, the Coordinating Committee of the Master's Program, or the Department Assembly may propose solutions to issues related to academic, educational, or administrative matters.
3. Within a reasonable period of one working week, the student is informed about the progress of the request.
4. If the proposed solution is accepted, the matter is considered resolved. Otherwise, the student may request a re-evaluation of the issue. Additionally, if the issue is complex and requires more time for resolution, the Student Affairs Committee (for student-related issues) is convened, or in other cases, the Dean of the School is notified for further investigation. If the nature of the complaint or allegation is complex, the Student Affairs Committee may refer the case to the Institution's Ethics Committee (depending on the severity of the complaint/allegation).
5. For complaints related to the Academic process, students are required to initially address the Academic Advisor appointed to them, and subsequently the relevant individual and collective bodies. Communication can be direct or through representatives (for example, through student associations). If the proposed solution is not accepted, they may turn to the Dean of the School of Physical Education, Sports, and Dietetics, and/or the Rectorial Authorities of the University of Thessaly. For complaints and objections related to administrative issues, they can contact the relevant administrative services.
6. For students facing extensive examination issues with a specific course, a special three-member examination committee may be formed, based on a decision by the Dean's Office following their request and in accordance with applicable legislation. Regarding exam matters, all students have the right to review their written exam for the current examination period,

and not retroactively, and to request clarifications. Course instructors, if they identify inconsistencies or other issues, are required to take corrective actions.

7. Directly interested parties (students, teaching staff, administrative staff) are informed at regular intervals about the progress of their request. In any case, the Ethics Committee of the University of Thessaly can be activated earlier (upon request), and students can also turn to this committee for addressing issues with fellow students, teaching staff, administrative staff, and others.

8. Finally, the University of Thessaly, within the framework of protecting students' personal data, archives and manages information concerning their personal data (contact details, grade records, and other personal data) in accordance with applicable legislation. Students have access to their personal files and grade records.

It is noted that for individuals interacting with the Department of Lifestyle Medicine but who are not students, a similar process is followed. However, the interested party may also seek alternative management routes according to the regulations of the department, the school, and the central services of the university. For example, if it concerns a supplier's complaint regarding a bidding process, the complaint is usually addressed, according to each announcement, through the Research Committee (ELKE) with direct communication with the financial manager and is then communicated to the Department of Lifestyle Medicine.

Πορεία διαχείριση παραπόνων και ενστάσεων

- **Stage 1: Informal resolution of the issue** – Presentation and discussion of the issues that have arisen with the Advisor Professor or the course instructor.
- **Stage 2: Resolution of the Issue** – A proposal for a resolution of the issue which may be rejected or accepted by one or both parties concerned.
- **Stage 3: Formal hearing of the complaint/complaint** – Depending on the seriousness of the complaint, the request may be referred to the relevant Student Affairs Committee or the Program Committee/Coordinating Committee, or the Ethics Committee of the University of Thessaly
- **Stage 4: Drawing conclusions** – Submission of a conclusion by the competent body, on how to manage the complaint/objection.
- **Stage 5: Request for review** – In case the conclusion does not cover one of the two parties involved, a review of the matter may be requested and the decision is taken by the Program's Assembly. It may recommend that the matter be reviewed or that the complaint not be reviewed.
- **Stage 6: Possible review** – In the event that the Assembly proposes the review of the complaint or objection, this is carried out by another body of the Department or the University.
- **Stage 7: Final Resolution** – Achieving resolution in each of the above stages.

Έντυπο υποβολής παραπόνων και ενστάσεων



UNIVERSITY OF THESSALY
SCHOOL OF PHYSICAL EDUCATION, SPORTS SCIENCE AND DIETETICS
DEPARTMENT OF PHYSICAL EDUCATION AND SPORTS SCIENCE
INTERDEPARTMENTAL MSC IN LIFESTYLE MEDICINE



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APPLICATION FORM

TO THE SECRETARIAT OF THE
INTERDEPARTMENTAL PROGRAM OF
GRADUATE STUDIES IN LIFESTYLE MEDICINE

Surname:
Name:
Father's Name:
Student Registration Num:
Address:
City, Postal Code:
Tel. Number:

Subject:
Trikala: XX/XX/2023

Description of Complaint/Objection
(Please provide a brief, clear, and objective statement of your complaint or objection regarding the academic and administrative services offered by the Department):

- I wish for my identifying information to remain anonymous: YES NO
- Additional documents related to the issue are attached (numbered and listed in detail): YES NO

The Applicant

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(Signature)