



UNIVERSITY OF PIRAEUS
DEPARTMENT OF MARITIME
STUDIES

**POST GRADUATE STUDIES PROGRAMME
MASTER OF SCIENCE (M.Sc.) in «SHIPPING»**

Student' Complaints and Objections Management Regulation

PIRAEUS 2024

Student' Complaints and Objections Management Regulation

ARTICLE 1 INTRODUCTION

M.Sc. in 'Shipping' Postgraduate Programme of Studies Student' Complaints and Objections Management Regulation was drawn up aiming to continuously evaluate and qualitatively upgrade the academic services offered by the M.Sc. This Regulation' articles describe the procedure followed for handling complaints/objections requests submitted by the M.Sc. students, as well as other parties involved, having as major concern the enhancement of the Programme' student-centered educational process, within the framework of preserving the principles of transparency and accountability.

ARTICLE 2 PURPOSE OF REGULATION' IMPLEMENTATION

The implementation of the present Regulation applies to all complaints and objections filed, concerning the quality of the educational and administrative services provided by the M.Sc. in 'Shipping'.

ARTICLE 3 OFFICIAL BODY FOR THE REGULATION'S IMPLEMENTATION

The M.Sc. Committee for Students' Complaints and Objections Management of Maritime Studies' Department of the University of Piraeus is the body responsible for monitoring this Regulation' proper implementation, comprised by faculty members of the Department as these are appointed following the Department's Assembly decision at the beginning of the academic year.

Responsible for the filing of the student' relevant requests, as well as the competent body' decisions are the Department's Secretariat and the M.Sc. Secretariat, ensuring confidentiality on all matters.

ARTICLE 4 STUDENT' COMPLAINT/OBJECTION REQUESTS RESOLUTION PROCEDURE

Prior to submitting any complaint/objection request, students must have cautiously studied the M.Sc. in 'Shipping' Study Guide and Regulation of Studies, so that they are apparently aware of their rights and obligations.

A. Informal Resolution

In the event an issue arises, M.Sc. in 'Shipping' encourages students to attempt resolving any complaint request occurring during their studies, directly with the person involved in the issue in question. Informal resolution' process provides students with the opportunity to resolve the issue in concern, in the shortest possible time.

Operating in the same context, a student may address his/her complaint/objection

request, to an M.Sc. member (faculty member, S.T.S., L.T.S., S.T.L.S., External Associate, Secretariat), directly, either verbally, or via an e-mail, or through a discussion.

In the event that, during this informal investigation for the resolution of a student' complaint/objection request, no solution is achieved, or the student is not content with the outcome, he/she may proceed with the formal resolution procedure as described subsequently.

B. Formal Resolution

For the official recording of complaints/objections request, the student fills the "Complaint/Objection Application Form" (see Appendix I), in which he/she states in a brief, clear and objective manner the complaint request he/she submits. The application form is available both on the M.Sc. website, and at the Secretariat in hard copy.

After having filled and signed the above application form, the student submits his/her request either by hand, or via e-mail, to the Department's Secretariat. After having a protocol number applied, the request is forwarded to the Committee for Students' Complaints and Objections Management, which initially contacts the student in interest to verify the request. Consequently, the Committee proceeds into the necessary steps to examine/investigate the problem by informing the competent body as Article 5 of the present Regulation states, ensuring at the same moment, the confidentiality of the matter and the student' involved personal data. In the case of a complex problem, the student may be called to a hearing so as the issue is investigated, ensuring by all odds he/she is not exposed, until all necessary information or clarifications are collected.

Within a reasonable time and depending on the nature of the complaint/objection request, the student will be informed of the action taken and the Committee' probable decisions.

ARTICLE 5 COMPETENT BODIES

Depending on the nature or seriousness of the complaint/objection request submitted, the Students' Complaints and Objections Management Committee may directly address the complaint request in question, to one of the following competent bodies for settlement, notifying the person concerned:

The M.Sc. Director

The Director of the M.Sc. is responsible for the monitoring and implementation of the M.Sc. competent bodies' decisions and the Internal Regulation for postgraduate studies.

The M.Sc. Coordinating Committee

The Coordinating Committee (C.C.) is responsible for the monitoring and coordination of the Programme' operation.

The Department's Assembly

The Department's Assembly is responsible for the M.Sc. organization, administration and management in general.

The Student Advocate (Ombudsman)

The Student Advocate investigates cases, ex officio or following a student' detailed report, mediating for their resolution to the Institution's competent bodies. The Student Advocate may reach the Institution's services for any relevant to the case information, document or additional evidence, examine persons, conduct an autopsy and order for an expert opinion.

If the Advocate ascertains that in a certain case due process in the context of academic freedom is not followed, phenomena of misgovernment occur, or the Institution's proper operation is disrupted, he/she draws up a conclusion, notifying the member of the academic community, or the competent administrative service concerned, as well as the student having the request submitted, and mediates in all possible ways for the resolution of the problem.

As an outcome to the Student' Advocate actions, he/she may file a report whose content may be deemed evidently indefinite, unfounded or unsubstantiated, while in the case he/she determines that there are indications of disciplinary misconduct, and according to the Institution's current Internal Regulation and the applicable legislation, he/she will forward the case to the competent disciplinary body. The Student Advocate has no jurisdiction in matters of student' examinations and grades' attribution.

Gender Equality Committee (G.E.C.)

The G.E.C. is responsible for the subsequent matters: a) developing action plans for promoting and ensuring substantial equality in the Institution's educational, research and administrative procedures and preparing an annual report, submitted to the Senate, b) recommending competent bodies with measures to promote equality and combat sexism, c) providing information and ongoing training on issues related to gender and equality to the members of the academic community, d) providing mediation services in cases of complaints for discriminatory treatment, or harassment, e) promoting the planning of postgraduate programmes and the holding of seminars and lectures focusing on gender studies, f) fostering the preparation of studies and research on issues related to the Committee's field of competence, g) providing assistance to victims of discrimination, when they report a discriminatory treatment.

University of Piraeus' Legal Counselor

The Legal Counselor is responsible for the generic and special supervision of the University of Piraeus' Legal Service' operation and the handling of all types of cases, delivering an opinion while assisted by a lawyer and appearing before any Court, or Authority, when he/she deems as imperative, or upon the Rector's specific order.

During the aforementioned procedure, and at any stage of it, the student himself/herself, may address the above bodies directly.

ARTICLE 6 COMPLAINT/OBJECTION REQUEST RECONSIDERATION

In the case the decision issued for the submitted complaint/objection request, during the aforementioned procedure, does not satisfy the student, he/she may file a new complaint/objection request for reconsideration.

The request for reconsideration, along with the initial decision and the respective supporting documents, are forwarded to the M.Sc. Coordinating Committee, which concluding with the material under examination, may call the student to a hearing to reach to a resolution regarding his/her complaint/objection request. Taking into account all the above information, the M.Sc. Coordinating Committee issues a decision to resolve the problem.

In the event the student still disagrees with the decision, he/she may request the matter to become examined by the Department's Assembly, which after a thorough inspection of all the available information and the procedure priorly occurring, proceeds into a decision to resolve the matter. The Department's Assembly decision is final and conclusive, and the person concerned becomes notified on the outcome. In concluding to this decision, the Department's Assembly may seek for the Institution's Legal Counselor assistance.

ARTICLE 7 PROCEDURE' IMPLEMENTATION TIMELINE

The time a complaint/objection request may take to resolve varies depending on the nature of complaint, as well as the sufficiency of available information to examine the issue properly. The M.Sc. pursues and makes every effort to achieve an informal resolution as prompt as possible. Thus, a faster resolution of complaints/objections and the maintenance of the M.Sc.' smooth operation is achieved.

Within a reasonable time-period, the student becomes informed of the actions taken and the handling of his/her request, as well as of the decisions, according to Article 5 of this Regulation, the competent body reached in.

ARTICLE 8 COMPLAINT/OBJECTION' WITHDRAWAL

Students, who have submitted a formal complaint/objection request, reserve the right, at any stage of the above procedure, to withdraw, by submitting a withdrawal request to the Committee for Students' Complaints and Objections Management.

ARTICLE 9 REGULATION' ADOPTION/AMENDMENT

This Regulation was approved by the Department of Maritime Studies' Assembly and if deemed necessary, may be amended.

ANNEXES

- Complaint/Objection Application Form
- Complaint/Objection Withdrawal Application Form

