



Regulation for the Management of Student Complaints and Objections

MSc in “Strategic Marketing”



(Decision of the coordinating committee of the postgraduate program of studies number 7/19-1-2024)

Introduction

This regulation aims to establish a mechanism for the submission of complaints and objections by students of the Postgraduate Program of Studies "Strategic Marketing" of the Aristotle University of Thessaloniki regarding academic or administrative issues they face in the context of their studies. The regulation seeks to ensure that students' concerns are heard and addressed in a timely and effective manner, with respect for their rights and dignity, transparency and fairness in dealing with complaints.

Article 1: Purpose and scope

- 1.1. The purpose of this regulation is to provide a mechanism by which students can make complaints about any academic or non-academic issues they may encounter during their studies. This regulation applies to all students enrolled on the MSc in Strategic Marketing and covers complaints relating to academic or administrative issues.
- 1.2. This regulation does not apply to any act or complaint that has been investigated by law enforcement or judicial authorities.

Article 2: Definitions

- 2.1. A "complaint" is defined as any expression of dissatisfaction by a student regarding any academic or non-academic issue concerning him/her in relation to his/her studies in the Postgraduate Studies Program.
- 2.2. A "grievance" is defined as any challenge on the part of the complaining student(s) to a decision made by the faculty member who is the grievance officer.

Article 3: Complaints Officer

- 3.1. The Director of the MSc is responsible for the receipt of complaints.
- 3.2. Students can be contacted either in person or through alternative methods of communication (such as email or teleconferencing). The Director's contact details are published on the MA website and



are updated immediately in the event of a change.

Article 4: Complaints Submissions Procedure

4.1. Students should first try to resolve the issue they wish to raise directly with the faculty or administrative staff member involved. If the issue cannot be resolved in this way, this procedure will apply.

4.2. Students shall submit their complaint in writing or by email to the Secretariat of the School. The complaint shall be given a reference number by the Secretariat and be promptly forwarded to the Director of the MSc. If the complaint concerns the person of the Director, the complaint is not forwarded to the Director but a member of the Graduate Program Coordination Committee is appointed ad hoc to handle the complaint in question. The complaint must include the following information:

- A detailed description of the issue or issues and the circumstances surrounding it.
- The name and contact information of the person making the complaint.
- Any supporting documents or evidence, if available.

4.3. The Director will acknowledge receipt of the complaint in writing or by email to the complainant within 3 working days of receipt.

4.4. The Director will investigate the complaint thoroughly and impartially.

4.5. The Director will seek to resolve the complaint as soon as possible. The resolution may include:

- Providing an explanation or apology to the complainant.
- Providing redress or resolution to the issue or issues raised.
- Implementing corrective measures to prevent recurrence of the issue or issues.
- If the Director determines that a disciplinary offence has been committed by the person named in the complaint (faculty or administrative staff), they shall inform the School Assembly which shall, if it so decides, refer the matter to the appropriate university disciplinary bodies.

4.6. The decision and final response to the complaint is sent and should describe the measures taken to investigate the complaint and how it was resolved. The response shall also be communicated to the secretariat, which shall give it a reference number.

4.7. The correspondence of the complainant and all acts relating to the examination and resolution of the complaint shall be confidential documents and all parties involved shall undertake not to divulge or



disclose them to any other person.

Article 5: Objections procedure

5.1. If the complaint is not resolved at this stage, or if the complainant is not satisfied with the decision of the Complaints Officer, the student may appeal by submitting an objection to the Chair of the Department. The appeal shall be submitted to the Secretariat of the School no later than 2 working days after receipt of the decision on the complaint.

5.2 The Chair of the Department will investigate the objection, will have access to the entire file of the complaint and may, if they wish, invite the person making the objection or any other person they deem appropriate, to a hearing. The Chair of the Department shall decide on the objection as soon as possible after receipt of the objection. The decision shall be communicated to the objector and to the secretariat of the Department, which shall assign a record number.

Article 6: Recordkeeping

All complaints and their resolution decisions as well as their documentation are kept in a file by the Secretariat until the year of graduation of the complainants. This information always retains its confidential nature and is accessible only to authorized personnel.

Article 7: Confidentiality and Protection from Retaliation

The Program and its governing bodies will not tolerate any form of retaliation against students who make a complaint. Any form of retaliation will be considered a violation of the University's Code of Conduct and will be subject to disciplinary action.

All complaints and related investigations will be treated in confidence and the Graduate School Coordinating Committee will take steps to protect the privacy of the complainant and any other parties involved in the complaint.

Article 8: Contact

The complaints procedure is available to all students via the program website and the study guide.



Article 9: Revision of the Regulation

This regulation will be reviewed every two years by the Graduate Steering Committee to ensure that it remains up to date. Any necessary changes will be made in consultation with all stakeholders, including students.

Article 10: Entry into force

This Regulation shall enter into force on the date of its adoption by the Coordination Committee of the Program and shall apply to complaints submitted after that date.

If the Aristotle University of Thessaloniki adopts a single regulation for the management of complaints, this regulation shall be repealed and replaced by the corresponding regulation of the Aristotle University of Thessaloniki regarding the articles it contains.

