

DEMOCRITUS UNIVERSITY OF THRACE  
QUALITY ASSURANCE UNIT



IQAS PROCEDURE  
D-5.3 STUDENT COMPLAINTS MANAGEMENT



TABLE OF CONTENTS

1	PURPOSE.....	3
2	IMPLEMENTATION STEPS.....	3
3	SCHEDULE .....	6
4	RELATED DOCUMENTS.....	6
5	DOCUMENTATION - RECORDS.....	6
6	RESPONSIBILITIES .....	6
7	DEFINITIONS.....	6
8	WORK INSTRUCTIONS.....	7
9	FLOWCHART.....	8

## **1 PURPOSE**

1.1 The purpose of this Procedure is to describe the method by which complaints or appeals submitted by students of all study cycles at DUTH are received and addressed, so as to provide an effective resolution as promptly as possible, while at the same time necessary measures are taken to prevent the recurrence of a similar problem in the future.

1.2 The present procedure applies to all forms of complaints or appeals submitted by students of the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> study cycles that relate to the quality of the educational, administrative and other services provided by DUTH.

1.3 Complaint data, results, and the actions that have been taken are recorded and stored in a dedicated and secure location within the Departmental Secretariat to ensure confidentiality. They are used to improve the services provided.

1.4 Verbal or anonymous complaints are not considered.

## **2 IMPLEMENTATION STEPS**

### **2.1 Submission & Receipt of Complaints**

RESPONSIBLE: Student Affairs Committee, Academic Departments

RECORDS: E.5.3-01

DESCRIPTION:

Complaints or appeals may arise from:

- Students of the 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> study cycles

Complaints may be expressed verbally to the Academic Advisor, who is responsible for

discussing issues that concern student, as well as to various employees at DUTH.

The recipient of a verbal complaint is required to inform the complainant that they may submit their complaint in writing and on a named basis, in accordance with this procedure.

The student records the issue that concerns them on the Complaint and Appeal Submission Form (E.5.3-01), which is posted in a prominent location on the website of their respective Department and that of QAU-DUTH, and submits it to the Secretariat of their Department within 15 days of the inability to resolve it through the informal procedure.

In the event that an informal resolution procedure has already been followed, the Form must also include a reference to the hearing and mediation process undertaken.

## **2.2 Investigation of complaint causes**

RESPONSIBLE: Chair of the Department, Student Affairs Committee

RECORDS: E.5.3-01

### DESCRIPTION:

The responsibility for coordinating the investigation of complaints lies with the Student Affairs Committee in cooperation with the Chair of the Department.

During the investigation of the complaint, the complainant and/or other involved parties may be invited by the aforementioned bodies to present their views.

The Secretariat of the Academic Department registers the Complaint and Appeal Submission Form (E.5.3-01) and forwards it to the Department's Student Affairs Committee, which proceeds with the necessary actions either to resolve it directly, where possible, or to refer the matter to the competent body of the Department.

If the Student Affairs Committee does not resolve the issue and the situation remains problematic, or if the proposed solution does not satisfy the student, the student may resubmit the matter directly to the Department Assembly, following the procedure described above, providing in addition details of the actions already taken.

Where the matter is referred to the Department Assembly, any decisions relating to its resolution are final and binding. If the case is complex, the Department Assembly may refer the case to another body or structure of the Institution. Where the issue is resolved without being referred to the Department Assembly, the case is deemed closed.

The aforementioned procedure shall also be followed for the submission of appeals.

Manifestly unfounded or abusive complaints or appeals are not referred for discussion to the competent bodies.

## **2.3 Investigation outcome and determination of complaint handling manner. Statistical Analysis**

RESPONSIBLE: QAU-DUTH, Chair of the Department, OMEA, Student Affairs Committee

RECORDS: E.5.3-02

DESCRIPTION:

The Student Affairs Committee proceeds to an assessment and classification of complaints and appeals on a subject basis (teaching-academic, administrative services, departmental infrastructure, cooperation among students) and proceeds to the evaluation of the outcomes of the procedure.

At the end of each academic year, the Student Affairs Committee prepares a report (E.5.3-02), which includes (without reference to personal data) the following information:

- The total number of complaints and appeals submitted by students to the Department.
- The total number of student complaints and appeals examined in accordance with the procedure prescribed by the Department.
- The total number of student complaints and appeals that, following their examination, were resolved by the Department or the Institution

The report is forwarded through the Internal Evaluation Group (OMEA) to QAU-DUTH for further processing,

QAU-DUTH proceeds to the statistical processing of complaints.

#### **2.4 Notification of the complainant.**

RESPONSIBLE: QAU-DUTH, Chair of the Department, Head of Service

RECORDS: Correspondence with the complainant

DESCRIPTION:

Upon completion of the handling of each complaint or appeal by the competent bodies of the Institution, in accordance with the above, and within 30 days of submission, the student is informed regarding the actions taken as well as of any decision reached regarding their case.

In the event that the student does not receive such notification within the aforementioned period, they may address the Vice-Rector for Academic Affairs of the University for further resolution of their complaint or appeal.

Should all the above procedures have been applied but the student still disagrees with the decision regarding the resolution of the issue, they may address the Vice-Rector responsible for Academic Affairs of the University for reconsideration.

### **3 SCHEDULE**

Throughout the duration of the Internal Quality Assurance System's implementation

### **4 RELATED DOCUMENTS**

- Regulation on the Operation of DUTH Student Complaints and Appeals Management Mechanism
- Law 4957 of 21/07/2022 (Government Gazette 141, Series A)

### **5 DOCUMENTATION - RECORDS**

CODE	TITLE	RECORD-KEEPING METHOD		RETENTION PERIOD	RESPONSIBLE FOR MAINTENANCE
		HARD COPY	ELECTRONIC		
E.5.3-01	Student Complaint Form		✓	Indefinitely	Respective Department
E.5.3-02	Report on the Management of Complaints and Appeals		✓	Indefinitely	QAU-DUTH & Respective Department
_____	Archive of Correspondence with Complainants	✓		Indefinitely	Respective Department

### **6 RESPONSIBILITIES**

6.1 QAU-DUTH is responsible for drafting and revising the present Procedure.

### **7 DEFINITIONS**

7.1 A complaint is defined as the expression of dissatisfaction (verbal or written) by a student regarding the quality of the services provided by the University's Academic Departments.

---

**AUDITED DOCUMENT**

7.2 An appeal is defined as any written statement of objection or doubt expressed by a student regarding the pending or unsatisfactory resolution of the issue/problem that concerns them.

## **8 WORK INSTRUCTIONS**

**9 FLOWCHART**

