



UNIVERSITY OF WEST ATTICA
SCHOOL OF ENGINEERING
DEPT. OF BIOMEDICAL ENGINEERING
MSc BIOMEDICAL ENGINEERING AND TECHNOLOGY

Regulation for Complaints and Students Objections

MSc BIOMEDICAL ENGINEERING AND TECHNOLOGY
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1. Introduction

In order to improve the operation of the master studies program (MSc) within the framework of strengthening the student-centered educational process and accountability, the process of submitting and managing complaints of the MSc students is activated. The specific procedure concerns all complaints related to the quality of the educational and administrative services provided by the Department.

2. Definitions

Complaint: *the expression of dissatisfaction on the part of the MSc student, due to his/her disproving expectations regarding the quality level of the services provided.*

3. Purpose

The complaints management policy is mainly addressed to active students of the MSc and aims to resolve a dispute or problem, such as:

- 1. Disagreement on academic, educational process and enrollment matters*
- 2. Misbehavior by a member of academic or administrative staff.*

It should be emphasized here that the student also has the possibility of expressing comments and complaints, regarding the educational process of courses, through the evaluation of the course and professors that takes place at the end of each academic semester. Students are encouraged to actively participate in the evaluation process.

In addition, the student has the opportunity to address the academic advisor, who acts in an explanatory and advisory way, or the student advocate. Relevant information is available on the website: <https://bmet.uniwa.gr/students-services/>.

4. Scope of Application

*Students should study the MSc the academic regulations and in general the University's operating rules in order to know their rights and obligations. They can also address to their **Academic Advisor** for guidance and support on issues that concern them and are related to their studies.*

Students can submit an oral and/or written complaint when an action or decision by a member of the Department is inconsistent with:

- ✓ Study and attendance regulations*
- ✓ The Code of Ethics and/or the prescribed procedures*
- ✓ Academic Teaching and Research*
- ✓ Proper use of facilities and infrastructure*
- ✓ Protection of intellectual property and copyright*
- ✓ Appropriate work behavior*
- ✓ Promotion of equality and combating harassment, including sexual harassment.*

5. Complaints Management

In any case, filing a complaint is not a reflexive choice-reaction to any unsatisfied request of a student. Good-natured discussion and willingness to resolve a problem interpersonally is a key academic strategy and must be chosen before the problem acquires the potential rigidity of a complaint.

The student should submit his/her complaint within 30 days from day of occurrence of the problem.

ORAL EXPRESSION OF EACH COMPLAINT

The student reports the problem/complaint to the Academic Advisor or directly to the responsible professor or the course instructor or the administrative staff member, depending on the nature of the complaint. The member of the Department examines the problem-complaint in collaboration with the student and proposes a solution.

WRITTEN EXPRESSION OF EACH COMPLAINT

The student expresses his/her complaint in writing, according to the form found in appendix 1.

Step 1. MSc Secretariat

In case that the complaint is of an administrative nature or can be resolved IMMEDIATELY, the secretariat proposes a solution. Otherwise, forward the complaint to the director of the MSc program and the Executive committee of the MSc.

Step 2. MSc Executive Committee

In case that the Executive committee of the MSc and the director of the MSc in cooperation with the secretariat can provide a solution, then it is provided IMMEDIATELY. Otherwise, the director of the MSc, in collaboration with the Executive Committee, investigates the complaint with the student, with the relevant teacher, and/or the academic advisor, and/or in consultation with other bodies of the University of West Attica and a solution is recommended to the student. During the investigation, the MSc Executive Committee and the MSc director and/or the Academic Advisor at their discretion may also contact other members of the MSc teaching staff in order to request their assistance in solving the problem.

Step 3. Department Assembly

The Executive committee of the MSc and the director of the MSc program may raise the complaint as an issue at the Assembly of the Department. In this case, the decision of the Department Assembly, as the department's highest decision-making body, is final.

OBJECTION TO THE PROPOSED SOLUTION OF STEPS 1 & 2

In cases where a student objects to the resolution or the situation remains problematic, then he/she can resubmit his/her complaint in writing to the Department Assembly

through protocol using the specific COMPLAINT SUBMISSION FORM (appendix 1), mentioning also the proposed solution given in steps 1 and 2. In cases where the MSc Executive committee and the MSc director have already requested the assistance of the Department Assembly (step 3), the student may not submit an objection and make use of this step of the procedure.

The decision to be taken by the Department Assembly as the department's highest decision-making body, is final.

WRITTEN COMPLAINT FLOWCHART

In Figure 1, the flowchart for handling a written complaint is presented

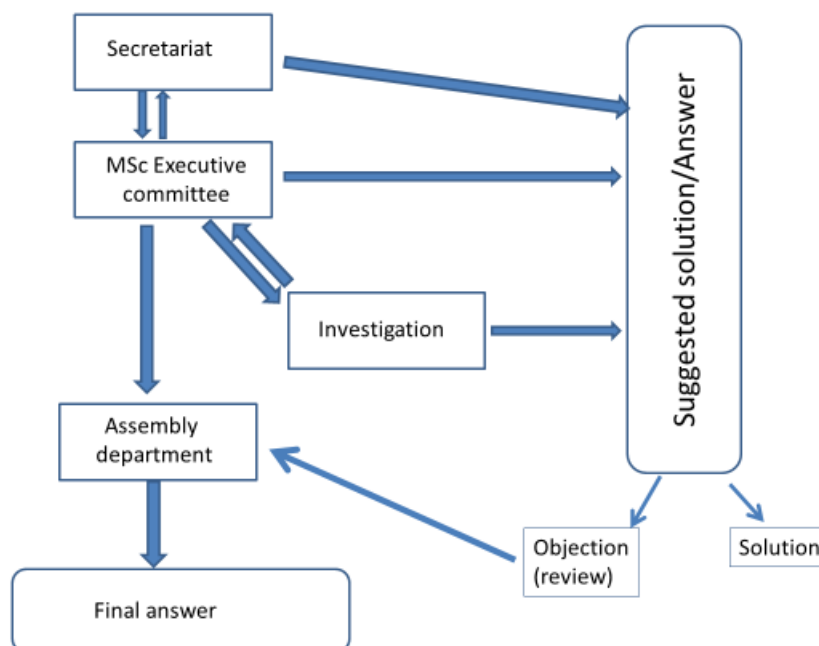


Figure 1. Flowchart for Handling Written Complaints

APPENDIX 1: FORM FOR SUBMITTING A WRITTEN COMPLAINT

COMPLAINTS APPLICATION FORM (1)

To the
Secretariat of Biomedical Engineering Department

Protocol Number.:

FULL NAME: FATHER'S NAME:

ID number: Register Number⁽²⁾: Study Semester⁽²⁾:

Address:.....

Phone number: E-mail (mandatory):.....

Complaint Subject:

Please briefly and clearly state the problem you encountered or your complaint regarding the services offered (educational, administrative, etc.).

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.....

I declare that I expressly and unconditionally consent to the processing of my personal data for the purpose of managing the above complaint.

Attached additionally ⁽³⁾ documents on the subject.

Egaleo,

Name

⁽¹⁾ The Department of Biomedical Engineering, in the context of the continuous effort to optimize the study and working conditions, provides the opportunity to express any complaints related to the services provided.

⁽²⁾ To be completed only if it is a student

⁽³⁾ The number of documents is indicated