

University of the Peloponnese in collaboration
with the University of Montpellier



Postgraduate Study Program «Clean Technologies Management»

Regulation for students' complaints and appeals

Purpose

This Regulation sets out the operational framework for the management of student complaints and appeals within the MSc Program “Clean Technologies Management” (CTM). Its purpose is to ensure that any problem, disagreement, or concern affecting a student’s postgraduate study experience is handled promptly, fairly, transparently, and with respect to legality, academic freedom, and personal data protection.

The mechanism aims to facilitate the resolution of matters such as:

- issues related to study and attendance within the MSc Program,
- inappropriate behavior by members of academic or administrative staff,
- insufficient academic guidance by teaching or supervising staff,
- insufficient administrative guidance/support by administrative staff.

Scope of Application

A complaint may be submitted (orally and/or in writing) when an act, omission, decision, or conduct by a member of staff involved in the Program is not consistent with:

- the applicable Rules on Studies and Attendance of the University and/or the Program,
- relevant Codes of Ethics and University regulations concerning, indicatively: teaching, research, acceptable use of ICT systems and services, intellectual property and copyright, personal data protection, research-oriented postgraduate studies, workplace conduct, equality and non-discrimination, and the prevention/combating of harassment and sexual harassment,
- any other binding regulation, rule, or circular governing the operation of the University, insofar as it relates to matters of teaching and postgraduate study.

Students are expected to be familiar with the above framework, so they understand their rights and obligations during their studies in the MSc Program.

Role of the Academic Advisor

Students are encouraged, whenever appropriate, to seek guidance and support from their Academic Advisor on matters that concern or affect their studies. Academic Advisors are expected to respond in a timely manner to student requests and to assist students in identifying the most suitable route for addressing an issue, including the use of the present mechanism.

Categories of Complaints

For the purposes of this Regulation, complaints are grouped into three thematic categories:

A. Academic matters, including, indicatively:

- delivery and conduct of a course or laboratory/educational activity,
- feedback and communication with instructors/supervisors,
- examination arrangements and academic procedures (subject to the exclusions of Article 5).

B. Student support services and postgraduate student life, including, indicatively:

- enrolment/registration and administrative postgraduate procedures,
- Program/Department Secretariat services,
- facilities and learning infrastructure (including electronic access),
- international mobility matters,
- financial/fee-related administrative issues,
- library services,
- health and safety, campus access (physical and digital), and other support services affecting study.

C. Harassment-related issues, including harassment of any form, including sexual harassment.

Matters Excluded from this Mechanism

Certain matters are handled exclusively through the procedures provided by the relevant University/Program regulations and competent bodies and therefore do not fall under the present complaint-handling mechanism. Indicatively, these include:

- automatic termination of studies,
- grading/marking decisions (This exclusion does **not** prevent the handling of complaints related to **procedural irregularities** in assessment delivery (e.g. serious administrative error), provided that the complaint does not request re-marking of academic judgement),
- harassment and sexual harassment, where special, dedicated procedures apply.

In addition, and in accordance with the institutional framework, the Student Ombudsperson (where applicable) does not have competence in matters of examinations and grading.

Fundamental Principles

The operation of the mechanism is governed by the following principles:

- good faith and respectful communication by all parties,
- impartiality and avoidance of conflicts of interest,
- timeliness in handling and responding,
- confidentiality and protection of personal data, in accordance with applicable rules,
- reasoned handling, proportionate to the nature and seriousness of the issue,
- focus on restoring proper academic and administrative functioning and safeguarding the quality of the postgraduate student experience.

Time Limit for a Complaint Submission

A student should initiate the complaint process **within thirty (30) calendar days** from the date the issue occurred or from the date the student reasonably became aware of it.

Complaints may also be submitted via student representatives, where this is appropriate.

Procedure

Stage 1: Direct (Informal) Resolution

As a first step—and with the support of the Academic Advisor where helpful—the student is encouraged to contact the **competent person/service** directly (e.g., instructor, supervisor, Secretariat, relevant administrative service) to clarify the matter and explore an immediate solution.

This stage aims to resolve issues swiftly at the lowest appropriate level, without unnecessary escalation.

Stage 2: Formal Resolution (Official Submission)

If Stage 1 does not lead to a satisfactory outcome, or if the issue remains unresolved, the student may submit a **formal complaint in writing** (electronically and/or in hard copy), within the time limit of **thirty (30) calendar days**, as follows:

- **Academic matters concerning the MSc Program:** the complaint is addressed to the Director of the MSc Program (CTM).
- **Support services/student-life matters:** the complaint is addressed to the Head of the competent University Service/Entity. Where appropriate, the complaint may also be submitted through the Program Director, who facilitates referral to the competent service.

For complaints submitted at this stage, the following apply:

- The student is informed within ten (10) working days about the progress of the request.
- The competent authority proceeds to the necessary actions for examination and/or investigation of the matter.
- Depending on the nature and urgency of the issue, the student is informed within a reasonable timeframe about the actions taken, and the outcome/decision related to the complaint.

Stage 3: Appeal (Objection) and Final Re-examination

If the student continues to disagree with the resolution proposed or decision issued at Stage 2 in relation to the MSc Program, the student may submit an **appeal (objection)** in writing, requesting re-examination.

The appeal is examined **within ten (10) working days**, and the student is notified of the outcome via email. The decision issued after re-examination is **final**, within the framework of this Regulation and without prejudice to any other rights or procedures provided by applicable University rules.

Records, Communication, and Data Protection

For reasons of transparency and accountability, appropriate records of formal complaints and appeals are maintained by the competent authorities, including basic information on the matter raised, actions taken, and the outcome. Processing any personal data is carried out in accordance with the applicable personal data protection framework and the relevant University rules.

Official communications under Stage 2 and Stage 3 are conducted primarily via electronic correspondence, unless another mode is required by institutional practice.

Complementary Mediation (Student Ombudsperson)

Where the University has established a Student Ombudsperson, students may seek mediation support consistent with the Ombudsperson's institutional role and competence. This does not replace the present mechanism and does not extend to matters explicitly excluded from the Ombudsperson's competence (notably examinations and grading).

Entry into Force and Review

This Regulation enters into force upon approval by the competent bodies of the University/Program and may be reviewed and updated when required by changes in the regulatory framework, the internal quality assurance system, or the operational needs of the MSc Program.