



UNIVERSITY OF
THESSALY



DEPARTMENT OF MEDICINE
FACULTY OF HEALTH
SCIENCES UNIVERSITY OF
THESSALY
POSTGRADUATE PROGRAM OF STUDIES

MSc "Vascular Ultrasound in Diagnosis and Management"

COMPLAINT HANDLING REGULATION

1. Overview

It is obvious that during their studies, postgraduate students may face situations that need to be addressed and managed beyond their own capabilities.

As the composition of the postgraduate ensemble comes from different and often heterogeneous environments, both during their multilevel informative meetings at the Department and in the Study Guide, the ways and issues for which each student may complain are recorded.

The Department of Medicine of the University of Thessaly and all Postgraduate Programs of Study offered by the Department are perfectly aligned with:

a. **Principles:** described in the regulatory and normative texts of the Foundation (Internal Rules of Procedure, Code of Conduct, General Data Protection Regulation).

b. **Regulations:** Internal Rules of Procedure of the Department of Medicine c.

Institutions: e.g. student advocate, academic advisor of the University of Thessaly

d. **Procedures and Policy:** Specifically for issues of complaint management, the Department of Medicine and its Postgraduate Programmes of Studies is in line with the official policy of the Institution for the policy of dealing with issues of bullying, victimization, harassment and generally negative behaviours as approved by the Senate on 228/31.01.2020.

e. **Legislation-Law:** for disciplinary offenses outside the competences of the University of Thessaly

2. Management

Each reported action is classified and treated, depending on its severity, in a range ranging from verbal resolution between the parties involved to the application of legal procedures, if necessary.

Step 1: Update

At the information presentation meeting of the MSc that takes place before the beginning of each cycle of Studies, both the procedures and the data of the

contact persons that can be addressed by students. It is proposed that, depending on the student population of each MSc, there should be two people of different sexes, one of whom should be the Director of the Postgraduate Program.

Step 2: Subcase A. Oral formulation

Students are boldly encouraged to complain both to their Academic Advisor if something is bothering them and to the Complaint Manager (Postgraduate Program Director). An attempt is made to resolve it within a reasonable time depending on the nature of the issue. The oral settlement of disputes gives the advantage of finding a solution immediately. Even if the issue is resolved without written wording it is recorded and filed. If the graduate student is not satisfied with the oral communication, he has the right to make the formal complaint.

Step2: Subcase B. Written formulation

If the graduate student wishes to make a complaint in writing, he/she may use the appropriate form to register it.

The complaint is categorized according to its nature into: a.

Academic

b. Subject of Studies

c. Conduct, harassment or discrimination d.

Other

The issue is resolved according to its nature by the Program Director and the competent Committee. In the event that the student wishes to remain anonymous, they shall formulate the complaint as provided for

anonymous and highly confidential complaints formulations through the procedure applied by the Department/School/Institution, which are described extensively on their websites. In case the problem exceeds their capabilities, the Program Director is addressed, in accordance with the Internal Regulations of the Department of Medicine, to the President or the Deputy President of the Department in accordance with the Internal Regulations of the Department.(PART D INTERNAL REGULATION OF THE DEPARTMENT OF MEDICINE - Ethical Issues).

Complaints related to purely student issues, e.g. student evaluation, are examined only by the competent Committees of the Postgraduate Program.

Step 3: Review of the activities

At the end of each cycle of Studies and during the review of the activities, all the issues that have preceded are discussed and preventive measures are taken to avoid similar incidents.

**DIPLOMA
SUPPLEMENT**

Complaint Form

To (.....)
The Director of the MSc

Date

.....

Incoming number (to be completed by the Secretariat)

.....

Student details

Name & Surname.....

Contact number.....

Email.....

Department.....

Semester of Studies.....

Student ID Number.....

Description of complaint (please describe the subject of your complaint in detail, the consequences that arise against you, as well as the desired solution)

- a. Academic
- b. Subject of Studies
- c. Conduct, harassment or discrimination d.
- Other

I wish to file anissue.

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

YES/NO (circle)

Please find attached additional documents on the subject. YES/NO (circle)

The applicant,