



**ARISTOTLE UNIVERSITY OF THESSALONIKI**

## **School of Physics**

**Program of Postgraduate Studies**

**“Computational Physics”**

**Regulations on the Operation of the  
Student Complaints and Objections  
Management Mechanism**

18 February 2026

In accordance with Decision No. 78656/23.06.2023 of the Senate of the Aristotle University of Thessaloniki, "Approval of the Regulations for Postgraduate Studies Programmes of the Aristotle University of Thessaloniki (A.U.Th.)" (Government Gazette 4084/B/23.06.2023), the following apply:

## **Article 22 – Postgraduate Student Complaints Management Mechanism**

Postgraduate students may express any complaint or objection related to their studies, and for this purpose a complaints management mechanism is applied separately in each Postgraduate Studies Programme (P.S.P.). The aim is the qualitative improvement of the operation of the P.S.P. with full respect for all parties involved in the educational and research process, and especially for the recipients thereof, to whom it is accountable. This specific process concerns all complaints/objections related to the quality of the educational, research, and administrative services provided by the Department.

**A Complaint** is defined as the expression of dissatisfaction (oral or written) by a student of the Department, due to unmet expectations regarding the quality level of the services provided.

**An Objection** is defined as any written and official expression of doubt or disagreement by the student regarding a decision taken by the competent body of the Department in relation to the submitted request.

The complaints management policy is addressed to active postgraduate students and aims to resolve a disagreement or problem, such as:

- i. Disagreement on matters of studies and attendance
- ii. Inappropriate behaviour by a member of academic or administrative staff
- iii. Inadequate information provided to students by a member of academic or administrative staff

Postgraduate students, during their studies, are subject to both rights and obligations as described in the P.S.P. Regulations. They are also required to consult their Academic Advisor for guidance and support on matters concerning their studies and attendance. Students may submit an oral or written complaint when an action or decision by a member or collective body of the Department is inconsistent with:

- the study and attendance regulations,
- the Code of Ethics and/or the prescribed procedures relating to academic teaching and research,
- the rational use of facilities and infrastructure,
- the protection of intellectual property and copyright,
- appropriate workplace conduct,
- equal treatment and equality,
- the combating of harassment and sexual harassment.

Postgraduate students may express any request or objection related to their studies, as follows:

- **For academic matters related to studies**, postgraduate students may contact the Academic Advisor of the Programme.

- **For matters requiring mediation between postgraduate students and professors or administrative services of the Institution**, compliance with legality within the framework of academic freedom, addressing instances of maladministration, and safeguarding the smooth functioning of the Institution, students may contact the Student Ombudsman of the Institution. The Student Ombudsman ensures compliance with legality and academic ethics and order within the framework of academic freedom and addresses instances of maladministration with the aim of safeguarding the smooth functioning of the Institution. The Ombudsman does not intervene in substantive matters of teaching or examination grading, but only examines instances of arbitrariness or violation of ethical rules during examinations (written or oral).
- **For violations of ethics and quality of studies regulations**, students may contact the Ethics Committee of the Institution.
- **For matters relating to gender discrimination**, students may contact the Gender Equality Committee.
- **For matters relating to the protection of personal data**, students may contact the Data Protection Officer (DPO).

The complaints/objections management mechanism may include the following stages:

### **Stage 1: Direct Resolution**

**HEARING:** Examination of the postgraduate student's complaint by a faculty member of the P.S.P. The postgraduate student reports the complaint to a faculty member (D.E.P./E.D.I.P./E.T.E.P.) (the course instructor, the course teacher, or the academic advisor) or to a member of the administrative staff (the head of the secretariat), depending on the nature of the complaint. The Department member examines the complaint in cooperation with the student and proposes a solution. In cases where, after the completion of the direct resolution process, the student objects to the proposed solution or the situation remains problematic, the student may, within 30 days from the date the problem arose, submit the complaint in writing to their Academic Advisor.

### **Stage 2: Formal Resolution**

**MEDIATION:** Examination of the postgraduate student's complaint by the Academic Advisor. The Academic Advisor examines the complaint in cooperation with the postgraduate student and proposes a solution. In this direction, the Academic Advisor, at their discretion, also communicates with other members of the Department in order to seek their assistance, as is indeed their duty, in resolving the problem.

**ADMINISTRATIVE REVIEW:** Examination of the student's complaint by the Head of the Department. In cases where, after the completion of the Academic Advisor's mediation process, the student objects to the resolution or the situation remains problematic, the student may submit the complaint in writing to the Secretariat, addressed to the Head of the Department, using the specific Complaint & Objection Submission Form, which includes, among other things, the hearing and mediation process followed. The Head of the Department takes the necessary steps to examine/investigate the problem. Depending on the nature of the problem, they may call the student to a hearing, seek the assistance of any member or

body of the Department or the Institution, or refer the complaint to the Department Assembly. In cases where the Head refers the complaint to the Department Assembly, the decision is final and the student may not submit an objection or make use of the third stage of this process. Within a reasonable period of time, and depending on the nature of the problem and the urgency of the matter, the student is duly informed of the outcome of the actions taken and the decisions reached regarding the complaint.

### **Stage 3: Objection and Final Review of the Problem/Complaint**

**OBJECTION:** Examination of the objection by the Department Assembly. In cases where, after the completion of the administrative review process, the postgraduate student objects to the resolution or the situation remains problematic, the student may resubmit the complaint in writing to the Department Assembly or the Curriculum Committee, via the registry, using the specific Complaint & Objection Submission Form, which includes, among other things, the hearing, mediation, and administrative review process followed.

In cases where the Head of the Department has already sought the assistance of the Department Assembly at the Administrative Review stage, the student may not submit an objection or make use of this step in the process. The decision taken by the Department Assembly is final.