



ΠΑΝΕΠΙΣΤΗΜΙΟ ΘΕΣΣΑΛΙΑΣ

ΤΜΗΜΑ ΕΠΙΣΤΗΜΗΣ ΦΥΣΙΚΗΣ ΑΓΩΓΗΣ & ΑΘΛΗΤΙΣΜΟΥ



STUDENT COMPLAINTS MANAGEMENT REGULATION
POSTGRADUATE STUDY PROGRAM
EUROPEAN MASTER IN SPORT AND EXERCISE PSYCHOLOGY
DEPARTMENT OF PHYSICAL EDUCATION AND SPORT SCIENCE
UNIVERSITY OF THESSALY



**EUROPEAN MASTER
IN SPORT & EXERCISE
PSYCHOLOGY**

2023

1. PROCEDURE FOR MANAGEMENT OF COMPLAINTS AND OBJECTIONS

In the postgraduate program "European Master in Sport and Exercise Psychology" any student complaints and/or inexpediency of the educational and research process and administrative services are dealt with in the following ways:

1. In order to register the complaints and objections of the students of the Program, the "Complaint Submission Form" is available in printed and electronic form, which the student fills in briefly with clarity and objectivity. In the electronic submission of the request, the Secretariat is asked to inform that they received the request within one (1) day.
2. The Program's Secretariat is requested to immediately forward the request to the Director of the Program, together with all the evidence received and/or they have in their possession. The Director, after examining the complaint, takes all the necessary actions and informs the relevant bodies of the Program. The Program Director or the Program Coordinating Committee or the Department Assembly may propose solutions to issues concerning academic or educational or administrative issues.
3. For complaints regarding the academic process, students must first address the Academic Advisor who has been appointed and then the competent single-member and collective bodies. Communication can be direct or through representatives (for example through student associations). In the event that there is no response, they may be addressed to the Dean of the Faculty of Physical Education, Sports and Dietetics, and/or to the Rectorial Authorities of the University of Thessaly. For complaints and objections related to administrative matters, they can contact the competent administrative services.
4. For students who face extensive examination problems with a specific course, a special three-member examination committee can be formed, by decision of the Dean's Office upon their request and in accordance with the current legislation (Article 33, Law 4009/2011). Regarding the exam topics, the teachers discuss and present the ideal answers after the exam period is over. At the same time, all students have the right to check their writing only for the current examination period and not retrospectively and to request clarifications.
5. The directly interested parties (students, teaching staff, administrative staff) are informed at regular intervals about the outcome of the case. In any case, the Ethics Committee of the University of Thessaly can be called upon (upon request), to which students can turn to deal with issues with fellow students, teaching staff, administrative staff and others.
6. Finally, the University of Thessaly, in the context of the protection of students' personal data, archives and manages the information concerning their personal data (contact details, register of grades and other data of a personal nature) in accordance with the current legislation. Students have access to their file information and grade file.

2. STAGES FOR MANAGEMENT OF COMPLAINTS AND OBJECTIONS

- **Stage 1: Informal resolution of the issue** – Presentation and discussion of the issues that have arisen with the Advisor Professor or the course instructor.
- **Stage 2: Resolution of the Issue** – A proposal for a resolution of the issue which may be rejected or accepted by one or both parties concerned.
- **Stage 3: Formal hearing of the complaint/complaint** – Depending on the seriousness of the complaint, the request may be referred to the relevant Student Affairs Committee or the General Assembly or the Ethics Committee of the University of Thessaly.
- **Stage 4: Drawing conclusions** – Submission of a conclusion by the competent body, on how to manage the complaint/objection.
- **Stage 5: Request for review** – In case the conclusion does not cover one of the two parties involved, a review of the matter may be requested and the decision is taken by the Program's Assembly. It may recommend that the matter be reviewed or that the complaint not be reviewed.
- **Stage 6: Possible review** – In the event that the Assembly proposes the review of the complaint or objection, this is carried out by another body of the Department or the University.
- **Stage 7: Final Resolution** – Achieving resolution in each of the above stages.

3. FORM FOR SUBMISSION OF COMPLAINTS AND OBJECTIONS

The : Program Secretariat

Date : _____

The Program "European Master in Sport and Exercise Psychology", in the context of the student-centered educational process and the ongoing effort to improve the services offered to postgraduate students, provides the opportunity to express any complaints, objections, comments and observations regarding the quality of the educational services provided by the Master's Program.

STUDENT INFORMATION (fill in capital letters)

Full name: _____

Registry Number : _____ Semester : _____

Contact information:

Address : _____

Phone number: _____

Email address: _____

The complaint you are submitting is :

Student • Academic • Other •

Please, describe clearly, objectively and briefly the problem you encountered or the complaint you have regarding offered services (educational, administrative, research, etc.)

(*Signature*)

• I hereby declare that I consent for my personal data to be processed for the purpose of handling this complaint.