

COMPLAINTS AND OBJECTIONS MANAGEMENT MECHANISM

1. COMPLAINTS AND OBJECTIONS MANAGEMENT PROCEDURE

In the context of strengthening the student-centered educational process, as well as the principles of transparency and accountability, the "Complaints Management Procedure" of postgraduate students of the EKPA School of Medicine has been adopted. This specific procedure concerns all complaints related to the quality of educational services provided by the Medical School's MSc.

The process is described as follows:

For the registration of complaints and objections of MSc students, it is available in electronic form on the website of MSc in "Sleep-Related Breathing Disorders – Laboratory and Clinical Sleep Medicine" the "Complaint Submission Form" which the student fills out.

The Academic Advisor who is appointed or dismissed by the Coordination Committee, after examining the complaint, takes all the necessary actions and informs the MSc bodies.

The Academic Advisors who can propose solutions to issues related to academic, educational or administrative issues. For complaints regarding the Academic process, students must first address the Academic Advisor who has been appointed and then the other statutory bodies of the MSc.

In case that a postgraduate student fails the examination of a course or courses of the MSc in "Sleep-Related Breathing Disorders – Laboratory and Clinical Sleep Medicine" may be examined, following its application by a three-member Committee of Faculty members of the School of Medicine, whose members have the same or a related subject to the course being examined and are appointed by the Assembly of the School of Medicine. The person in charge of the teacher examination is excluded from the examination.

In any case, it is possible to activate (after a relevant request) the Postgraduate Education Committee of the School of Medicine, to which students can turn to deal with problems they face regarding fellow students, etc. Finally, the MSc, in the context of the protection of the students' personal data, files and manages the information concerning their personal data (contact details, register of grades and other personal data) in accordance with the current legislation.

The issue that concerns the student is resolved in principle by the Academic Advisor or the teacher of the respective course. If the proposed solution does not satisfy the student, he has the right to address the Director of the MSc and he, if he deems it necessary, to ask the opinion of the Coordinating Committee.

If the decision taken by the Director does not satisfy the student, he can submit a request for treatment and the final decision will be taken by the Assembly of the Medical School.

Privacy

The Academic Adviser archives and manages the information concerning personal data of the students – such as contact details, register of grades and other data of a personal nature – in accordance with the current legislation. Students have access to their student record through an online platform.