



UNIVERSITY OF IOANNINA
SCHOOL OF PHILOSOPHY
DEPARTMENT OF PHILOLOGY
DIVISION OF CLASSICS



**Regulation on the Mechanism for Handling Student
Complaints and Appeals
Postgraduate Program “Ancient Texts and Modern Readings”
Department of Philology, University of Ioannina**

Article 1 – Purpose

This Regulation on the Management of Student Complaints and Appeals (R.M.C.A.) of the Postgraduate Program “Ancient Texts and Modern Readings” (A.T.M.R.) is based on the institutional template regulation (Senate Decision No. 1139/08-11-2022). It was drafted within the framework of the University of Ioannina’s Internal Quality Assurance System (I.Q.A.S.) to enhance the quality of the University’s educational and administrative operations. The Regulation also complies with Article 20 of the University of Ioannina’s Postgraduate Program Regulations (Government Gazette, Issue B’ 4942/07.08.2023), and—like all regulations of the A.T.M.R. Program—was approved by the General Assembly of the Department of Philology (Meeting No. 888/03-12-2024).

The purpose of this Regulation is to ensure, through an established mechanism for managing student complaints and appeals, the continuous improvement of the quality of educational and administrative services provided by the Department of Philology to all students enrolled in the Postgraduate Program “Ancient Texts and Modern Readings.”

More specifically, the R.M.C.A. aims to define and implement procedures that guarantee the reliable, systematic, and continuously improving handling of any difficulties encountered by students during their studies. Furthermore, it sets regulatory standards that enable the effective, transparent, and systematic analysis and resolution of student complaints and appeals, contributing both to the enhancement of the learning and teaching experience and to the smooth operation of the Postgraduate Program. Additionally, the Regulation establishes a student-centered support framework that promotes the redesign and continuous improvement of the program’s academic services.

Article 2 – Definitions

A *complaint* is defined as a verbal or written expression of dissatisfaction by a student concerning the quality of academic or administrative services provided within the Postgraduate Program “Ancient Texts and Modern Readings.”

An *appeal* is defined as any written objection or expression of concern by a student regarding the unresolved or unsatisfactory handling of an issue or problem affecting them.

Students may submit complaints or appeals—either in writing or verbally—for reasons related, but not limited, to the following categories:

1. **Issues arising from actions or decisions of a faculty member or collective body**, such as:
 - Failure to comply with study and attendance regulations.
 - Failure to follow prescribed teaching and research procedures.
 - Examination and grading issues.
 - Problems in student–instructor interaction.
 - Issues affecting cooperation, collegiality, or equal treatment among students and staff.
 - Breaches of consistency (e.g., schedule changes, instructor substitutions) affecting the educational process.
 - Inappropriate behavior by academic staff or incidents of harassment of any kind.
 - Delays in responding to or grading assignments/exams, resolving queries, or providing clarifications.
2. **Communication issues between students and administrative services** of the Department of Philology or the University of Ioannina, such as:
 - Inappropriate behavior by administrative staff.
 - Delayed or insufficient administrative responses.
3. **Issues concerning the Department’s or University’s facilities and infrastructure**, including:
 - Deficiencies in installations (heating, ventilation, classroom conditions, laboratories, etc.).
 - Lack of equipment or accessibility hindering students’ daily academic activities.
 - Administrative service shortcomings that affect departmental operations.
4. **Issues in student relations**, such as:
 - Problems arising from academic collaboration between students.
 - Issues related to cooperation between students and their representative bodies.
5. **Other issues**, such as violation or misappropriation of intellectual property rights.

Article 3 – Scope

This policy applies to all active students enrolled in the three study cycles of the University’s Departments. Before submitting a complaint or appeal, students must consult the Study Guides and the general and specific Regulations of their respective Postgraduate Program “Ancient Texts and Modern Readings,” as well as the

University's general Operating Regulations, to ensure awareness of their rights and responsibilities.

The **Student Affairs Committee** of each Academic Department is designated as the competent body for monitoring and ensuring the proper implementation of the student complaints and appeals process.

Throughout all stages of the process, all parties involved must adhere to and protect personal data, in accordance with applicable legislation.

Article 4 – Mechanism for Managing Postgraduate Student Complaints and Appeals

The mechanism for managing complaints and appeals for postgraduate students of the Program “Ancient Texts and Modern Readings” fully complies with **Article 20** of the University of Ioannina's Postgraduate Program Regulations (Government Gazette, Issue B' 4942/07.08.2023):

20.1 Complaints or appeals concerning procedures related to the Program shall be submitted electronically to the Program Secretariat or via a designated online form available on the Program's website.

20.2 Complaints/appeals received electronically or via the form are immediately forwarded by the Secretariat to the Program Director, who duly informs the Coordinating Committee while maintaining anonymity, confidentiality, and data protection.

20.3 The Director contacts the person referred to in the complaint or, if necessary, arranges a meeting with the postgraduate student, the Academic Advisor, and other experienced faculty members to seek resolution.

20.4 If resolution is not achieved, the Director refers the matter to the Department Assembly or the Program Committee for further discussion and decision.

20.5 In the case of serious or unresolved complaints, the Director may, at their discretion, inform the relevant University authorities (e.g., Vice-Rector for Academic Affairs and Student Welfare, Student Ombudsman, etc.).

20.6 If the complaint or appeal concerns the Program Director, the process is handled by the senior member of the Coordinating Committee.

20.7 Complaints should ideally be resolved within twenty (20) working days.

Article 5 – Right to Information

The student must be informed in writing by the Department within twenty (20) days of submitting a complaint regarding the actions taken and any decision reached. If no response is received within the above period, the student may contact the Vice-Rector for Academic Affairs for further review of the complaint.

Article 6 – Evaluation of the Complaint and Appeal Resolution Process

To optimize the handling of complaints and appeals, actions shall be taken to ensure effective evaluation and improvement of the process. All formally submitted complaints and appeals must be recorded and electronically classified so that outcomes

are measurable, assessable, and comparable both qualitatively and quantitatively (see Form A9b “Complaint and Appeal Record,” attached to this Regulation).

The **Student Affairs Committee** is responsible for evaluating and categorizing complaints and appeals. It is recommended that these be classified according to their origin (academic environment, administrative services, departmental infrastructure, student collaboration issues) and assessed accordingly.

At the end of each academic year, the Committee shall prepare an annual report including:

- The total number of complaints and appeals submitted by students.
- The total number of complaints and appeals examined under the prescribed procedure.
- The total number of complaints and appeals resolved by the Department or the University.

Article 7 – Approval and Amendment of this Regulation

This Regulation may be amended or revised by decision of the University Senate.