

ΆΡΘΡΟ 4. ΈΝΤΥΠΟ ΥΠΟΒΟΛΗΣ ΠΑΡΑΠΟΝΩΝ – ΕΝΣΤΑΣΕΩΝ



ΠΑΝΕΠΙΣΤΗΜΙΟ ΘΕΣΣΑΛΙΑΣ
ΣΧΟΛΗ ΑΝΘΡΩΠΙΣΤΙΚΩΝ ΚΑΙ ΚΟΙΝΩΝΙΚΩΝ ΕΠΙΣΤΗΜΩΝ
ΤΜΗΜΑ ΙΣΤΟΡΙΑΣ ΑΡΧΑΙΟΛΟΓΙΑΣ ΚΑΙ ΚΟΙΝΩΝΙΚΗΣ ΑΝΘΡΩΠΟΛΟΓΙΑΣ

Ξενόγλωσσο Διδρυματικό Πρόγραμμα Μεταπτυχιακών Σπουδών:
«Αρχαιολογία Πεδίου στην Ελλάδα: Διεπιστημονικότητα και Τεχνολογίες Αιχμής»
(MSc in "Field Archaeology in Greece: Interdisciplinarity and Cutting-Edge Technologies")

Προς τη

Γραμματεία του ΞΔΠΜΣ

Αρ. Πρωτ.:

Στοιχεία φοιτητή/τριας:

Όνοματεπώνυμο:	
Πατρώνυμο:	
Αριθμός Μητρώου:	
Δ/νση κατοικίας:	
Τηλέφωνο/κινητό:	
E-mail:	

Το θέμα του παραπόνου/ένστασης αφορά:

Φοιτητή/τρια Σπουδές Άλλο

Διατυπώστε σύντομα, με σαφήνεια και αντικειμενικότητα το παράπονο ή την ένστασή σας (εάν χρειάζεται, χρησιμοποιήστε ξεχωριστή επιπλέον σελίδα):

Δηλώνω ότι συναινώ ρητά και ανεπιφύλακτα στην επεξεργασία των προσωπικών μου δεδομένων για τη προώθηση και διαχείριση του παραπόνου /ένστασής μου

Βόλος, .../.../....

Ο/Η αιτών-ούσα

Υπογραφή

ΆΡΘΡΟ 5. ΕΝΗΜΕΡΩΣΗ ΑΠΟΡΡΗΤΟΥ

Τα δεδομένα προσωπικού χαρακτήρα των φοιτητών/τριών υφίστανται επεξεργασία για την εξέταση του υποβαλλόμενου αιτήματος/παραπόνου, με σκοπό τη διευκόλυνση του φοιτητικού κοινού και την αμεσότητα και αποτελεσματικότητα στην εξυπηρέτηση των φοιτητικών αναγκών.

Το Πανεπιστήμιο Θεσσαλίας λαμβάνει όλα τα απαραίτητα μέτρα για την προστασία των δεδομένων προσωπικού χαρακτήρα.

Δηλώνω ότι συναινώ ρητά και ανεπιφύλακτα στην επεξεργασία των προσωπικών δεδομένων μου για τον σκοπό της διαχείρισης του παρόντος αιτήματος. Κατανοώ ότι θα διασφαλιστεί η εμπιστευτικότητα της επικοινωνίας, όπως προβλέπεται στον εσωτερικό κανονισμό του Πανεπιστημίου Θεσσαλίας και στην ισχύουσα νομοθεσία.

**STUDENT COMPLAINTS
MANAGEMENT REGULATION**

OF

JOINT MASTER DEGREE PROGRAMME IN

**“FIELD ARCHAEOLOGY IN GREECE:
INTERDISCIPLINARITY
AND CUTTING-EDGE TECHNOLOGIES”**

**(General Assembly of the Department of History, Archaeology and
Social Anthropology, 17-04-2024)**

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ARTICLE 1. COMPLAINTS AND OBJECTIONS MANAGEMENT

The Complaints and Objections Management Mechanism, established by this Regulation, concerns all the students of the JMDP “Field Archaeology in Greece: Interdisciplinarity and Cutting-Edge Technologies” and aims to resolve conflicts or issues related to:

- Conflicts regarding academic matters and studentship
- Inappropriate behavior by a member of the university community (students, faculty, administrative staff)
- Inadequate information provided to students by a member of the academic or administrative staff.

For more information, visit:

<https://www.uth.gr/en/life/support/harassment-bullying>

ARTICLE 2. PROCEDURE FOR MANAGEMENT OF COMPLAINTS AND OBJECTIONS

In the JMDP any student complaints and/or objections regarding the educational and research process and administrative services are dealt with in the following ways:

1. The students of the JMDP state their complaints and objections in the Form for Submission of Complaints and Objections, which is available in printed and electronic form. Students are required to state briefly, with clarity and objectivity, the problem they are facing. They submit it to the JMDP Secretariat, either in printed or digital form, within thirty days from the date the problem arose. In the electronic submission of the request, the Secretariat is asked to inform that they received the request within one (1) day.
2. The Secretariat of the JMDP is required 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. In case that students have complaints regarding the academic process, firstly they should address the Academic Advisor who has been appointed for them and subsequently to the competent single-member and collective bodies. Communication can be direct or through representatives (for example through student associations). In the case that there is no response, they may be addressed to the Dean of the Faculty of Humanities and Social Sciences, and/or to the Rectory Authorities of the University of Thessaly. For complaints and objections related to administrative matters, they can contact the competent administrative services.
4. A special three-member examination committee can be formed for students who face extensive examination problems with a specific course, by decision of the Dean's

Office upon their request and in accordance with the current legislation (Article 33, Law 4009/2011). All students have the right to ask for clarifications from instructors regarding their exams or/and coursework as soon as they receive the results, and not retroactively.

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.

ARTICLE 3. STAGES FOR MANAGEMENT OF COMPLAINTS AND OBJECTIONS

Stage 1. Information

Students are initially required to study the Degree Handbook and the Internal Regulation of the JM DP “Field Archaeology in Greece: Interdisciplinarity and Cutting-Edge Technologies” in order to be aware of both their rights and obligations.

Stage 2. Informal resolution of the issue

Presentation and discussion of the issues that have arisen with the Advisor Professor or the course instructor.

Stage 3. 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 4. Formal hearing of the complaint/objection

In case that the issue is not resolved successfully through the above procedure, it will be referred to the Curriculum Committee of the JM DP, which will further examine it. Depending on the seriousness of the complaint/objection, the Curriculum Committee may refer the issue to the the Ethics Committee of the University of Thessaly.

Stage 5. Drawing conclusions

Submission of a report containing findings by the competent body, on how to manage the complaint/objection.

Stage 6. 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 Curriculum Committee as follows:

- Eligible for review
- Not eligible for review

Stage 7. Eligible for review

In case that the Curriculum Committee proposes the review of the complaint or objection, this is carried out by another competent body of the Department or the University.

Stage 8. Final Resolution

Achieving resolution in each of the above stages.

ARTICLE 4. FORM FOR SUBMISSION OF COMPLAINTS AND OBJECTIONS



GREEK REPUBLIC
UNIVERSITY OF THESSALY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HISTORY, ARCHEOLOGY AND SOCIAL ANTHROPOLOGY

JOINT MASTER DEGREE PROGRAMME:
"Field Archaeology in Greece: Interdisciplinarity and Cutting-Edge Technologies"

To the

Secretariat of the JMDP

Protocol Number:

Student Information:

Full Name:	
Father's Name:	
Student ID Number:	
Address:	
Phone Number:	
E-mail:	

The submitted complaint/objection concerns:

Student Academic Other

State your complaint or objection briefly, clearly and objectively (If necessary, please use a separate additional page):

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

Volos, .../.../....

The applicant

Signature

ARTICLE 5. PRIVACY NOTICE

The personal data of the students are processed for the examination of the submitted request/complaint, aiming to facilitate the student community and ensure immediacy and effectiveness in serving student needs.

The University of Thessaly takes all necessary measures to protect personal data.

I hereby explicitly and unreservedly consent to the processing of my personal data for the purpose of managing this request. I understand that the confidentiality of communication will be ensured, as provided for in the Internal Regulation of the University of Thessaly and the applicable legislation.