

## REGULATION OPERATION OF THE STUDENT COMPLAINTS AND OBJECTIONS MANAGEMENT MECHANISM

Undergraduate students have the right to voice any complaints or objections they may have regarding their studies at the Aristotle University School of Medicine. The aim of the specific mechanism is to constantly improve the quality of the Postgraduate Program and to handle any complaints or objections with complete respect for everyone involved in the educational and research process. This process addresses all issues related to the quality of services provided by the School's educational, research, and administrative services.

The Complaints and Objections Management Policy applies to all active students of the School of Medicine and resolves issues like study disagreements, staff misbehavior, and lack of Program information. Should a student encounter any issues or have a complaint, they are advised to direct it to the appropriate authorities.

- ✓ For academic issues, students should consult with their designated Academic Advisor
- ✓ For administrative issues, students should direct their concerns to the International Studies Office.

In case the Academic Advisor or the International Studies Office fail to resolve the issue, it will be referred to the Program Committee. Should the problem or complaint remains unsolved, it will be forwarded to the School General Assembly.

Students are encouraged to submit a verbal or written complaint or objection if a School member's or collective body's actions or decisions violate the following:

- Study and attendance regulations,
- Code of Ethics and/or prescribed procedures related to academic teaching and research,
- Protection of intellectual property and intellectual rights,
- Proper work behavior,
- Equal treatment and equality,
- Prevention of harassment and sexual harassment.

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

**Stage 1:** A student's complaint is reviewed by a member of the academic or administrative staff of the School. The staff member works with the student to recommend a resolution. If the student is not satisfied with the proposed solution or the problem persists, the student may submit the complaint in writing to the Academic Advisor within 30 days of the time the problem arose.

**Stage 2:** The Academic Advisor reviews the student's complaint and proposes a resolution. The advisor may contact the Program Committee to help resolve the problem.

If the student is not satisfied with the solution proposed by the Academic Advisor or if the problem persists, the student may submit a written complaint to the Program Committee who in turn refers the complaint to the General Assembly of the Department.