

## **Submission of complaints/objections**

In the event any member of the Department or any member of the wider academic community wishes to submit suggestions, requests or express a complaint pertaining to matters of the Department's operation, he/she must address the Department Chair in writing, with a registered protocol number, which can be obtained from the Department's Registrar.

The Department Chair and Registrar are obliged to preserve the anonymity of the applicant, in case issues can cause him/her personal harm of any kind.

The Department Chair in order to address the suggestions/requests/complaints, may request the assistance of Departmental Committees if s/he deems it necessary or refer the matter to the Department's Assembly.

In the event the request submitted, is not within the related responsibilities of the Department Chair, or matters which s/he cannot satisfy, the Department Chair may either seek the assistance of senior administrative bodies or refer the matter entirely to them.

In the event any member of the Department wants to submit a suggestion or to express a complaint on issues related to the operation of other support and/or administrative Services of the University of Crete, contact is to be made with the respective Service and the relevant procedures provided by each service must be followed.

Students, who do not receive a response to their request, may address a "Mediation Request" from the Student's Advocate (provided, the request does not relate to grading and examination issues).

Within the duties of the Student's Advocate are the investigation of cases, ex officio or after a student's report/request, and seek mediation in the pertinent authorities of the Institution for resolution.

The issues managed by the Student's Advocate are characterized confidential, and only in very serious cases, may they be referred to the Department's Assembly.

For the submission of complaints or grievances which do not relate to the Department's operation or were not satisfied with the above described procedures, the complainant may address the Ethics Committee of the University of Crete.