

**DEPARTMENT OF PSYCHOLOGY**  
SCHOOL OF SOCIAL SCIENCES  
UNIVERSITY OF CRETE

**REGULATION ON THE MANAGEMENT OF STUDENT COMPLAINTS  
AND APPEALS**

*English translation*

## 1. General

In the context of strengthening its student-centred approach, the Department of Psychology makes every possible effort toward the continuous improvement of its services and the maintenance of excellent relations among its members. Given that, during the course of study, appeals and complaints may arise on the part of students, they are encouraged to address directly the person or service concerned, with the aim of resolving any problems through constructive dialogue. Alternatively, students may formally report their complaint to the competent body/service.

The complaint-management procedure concerns all complaints relating to the quality of the educational and administrative services provided by the Department of Psychology and, more broadly, by the University of Crete. The relevant framework of the present Regulation was defined by Decision of the 508th/23-11-2023 Regular Meeting of the Senate of the University of Crete, based on the provisions of paragraph 4 of Article 16 and Article 223 of Law 4957/2022 (Government Gazette A' 141).

## 2. Definitions

**2.1. Complaint.** A complaint constitutes the expression of dissatisfaction on the part of the student due to frustration of his/her/their expectations regarding the level of quality of the services provided.

**2.2. Appeal.** An appeal is the procedure for expressing objections or reservations on the part of the student regarding the pending or even problematic resolution of an issue/problem of concern to him/her/them. This procedure must not be confused with the appeal defined by law as an administrative appeal under Article 24 of Law 2690/1999.

## 3. Purpose

The complaint-management policy is addressed to active students of the Department of Psychology of the University of Crete at all cycles of study and aims at the most appropriate resolution of disagreement or problem and the safeguarding of the smooth functioning of the Department in matters such as:

- a. Disagreement concerning the application of the regulatory framework governing studies, attendance, and the provision of services.
- b. Improper conduct by a member of the academic or administrative staff.
- c. Intentional omission or omission due to negligence on the part of a member of the teaching staff (faculty members, EDIP, ETEP, special teaching staff, academic fellows, etc.) to fulfil his/her/their academic obligations toward the student.

## 4. Scope of Application

Students are encouraged to study the Study Regulation and, more generally, the operating rules of the Department and of the University of Crete, in order to know their rights and obligations. Students may submit an oral and/or written complaint when an action or decision of a member of the Department of Psychology is inconsistent with:

- a. The study and attendance regulations, operating regulations, and the approved decisions of the Assembly and the Senate.
- b. The Code of Ethics in accordance with the institutional framework governing the operation of the Department and the Institution.
- c. The principles of Academic Teaching.
- d. The proper use of facilities and infrastructure.
- e. The protection of intellectual property and copyright.
- f. The protection of personal data.
- g. Proper conduct in the workplace.
- h. The principles of gender equality and the principles of combating discrimination, bullying, and (sexual) harassment.

## **5. Complaint Management**

In every case, the submission of a complaint does not constitute a reflexive response to any unsatisfied request of a student. Good-faith discussion and the willingness to resolve a problem interpersonally constitute a basic academic strategy of the Department and should be chosen before the problem acquires the possible rigidity of a complaint.

If a complaint is ultimately submitted, the student must submit it by name within thirty (30) days from the date on which the problem arose, in writing or by electronic mail, to the competent body/service, using exclusively the institutional email account. The contact details of each competent body/service are posted on the relevant website of the Department of Psychology and, more broadly, of the University of Crete.

The members of the academic and administrative services of the Institution, or of the competent bodies involved in Complaint Management, process the procedure under conditions of confidentiality, transparency, objectivity, and respect for the personal data of the parties concerned. The obligation of confidentiality extends also to the content of consultations that are necessary for the assessment of the data and the taking of a decision. The Department of Psychology treats issues of the protection and security of personal data with seriousness and sensitivity in accordance with the provisions of the General Data Protection Regulation 2016/679.

At every stage of complaint management, the complainant has the option of addressing one or more of the competent bodies and requesting parallel action for the resolution of the case.

## **6. Complaint Management Procedure**

The steps followed in the event of the submission of a complaint are presented in detail below and, in summary, in the Flowchart, which constitutes an integral part of the present Regulation.

### **6.1. Listening**

The student may meet directly with the immediately concerned member of the academic community with whom the problem exists. Alternatively, the student may address the Academic Adviser and seek advice and guidance as to how the problem may be resolved. Likewise, the

student may meet directly with the Chair of the Department. At the end of the Hearing procedure, if the adviser has participated, the student informs him/her of the successful or unsuccessful outcome of the procedure. If the outcome is successful, it is recorded by the adviser and reported to the superior authorities only if requested and under conditions of confidentiality and anonymity, for use in statistical analyses.

## **6.2. Written submission of a complaint or appeal**

In cases where the student does not wish to choose the hearing procedure or, after completion of the direct-resolution procedure, continues to object to the manner of resolution or the situation remains problematic, he/she/they may submit the complaint in writing to the appropriate competent body/service, requesting mediation for the resolution of the case.

### **6.2.1. Issues concerning the Department**

In the event that any member of the Department or member of the academic community as a whole, or of the broader community, wishes to submit suggestions or requests or wishes to express complaints in writing about matters related to the operation of the Department, he/she/they shall address the Chair of the Department through a written request registered by protocol or an informative letter submitted to the Department Secretariat. The appeal or complaint is submitted through a confidential protocol using the specific Complaint/Appeal Submission Form (see Appendix).

The Chair and the Department Secretariat are obliged to safeguard the anonymity of the applicant where the matter concerns issues that may cause personal harm of any kind.

For the satisfaction of suggestions/requests/complaints, the Chair of the Department may seek the assistance of the Department Committees if deemed necessary and/or refer the matter to the Department Assembly.

In cases where the request concerns matters not directly falling within the Chair's remit, or concerns matters in relation to which the Chair does not possess the means to satisfy the request, the Chair may either seek the assistance of higher administrative bodies or refer the matter in its entirety to them.

### **6.2.2. Issues that may be handled by other bodies of the University of Crete**

In the event that any member of the Department wishes to submit a suggestion or express a complaint concerning matters related to the operation of other support and/or administrative services of the University of Crete, he/she/they shall address the corresponding body or service and follow the relevant procedures provided by that service, namely:

- The Student Advocate (provided that the request does not concern grading issues and examination matters).
- The Gender Equality and Anti-Discrimination Committee.
- The Data Protection Officer.
- The Ethics Committee.
- Another service/body with a specific purpose.

### 6.3. Resubmission of a complaint or appeal

In cases where, after completion of the procedure of paragraphs 2 and 3 of the previous article for the resolution of the problem/complaint, the student objects to the resolution or the situation remains problematic, he/she/they may resubmit the complaint in writing to the Competent Administrative Bodies of the Department of Psychology and of the University of Crete.

### 6.4. Recording of successful outcome

If the outcome is successful, it is recorded by the responsible officer of the competent body and reported to the superior authorities only if requested and under conditions of confidentiality and anonymity, for use in statistical analyses.

## 7. Final Provisions

The present Regulation may be amended by decision of the Department Assembly in order to serve academic needs and evolving scientific requirements more effectively. Any amendment enters into force from the immediately following academic period, unless otherwise determined by the Department Assembly.

### Appendix A. Flowchart

The source document contains a flowchart of the complaint-expression procedure based on the Decision of the 508th/23-11-2023 Regular Meeting of the Senate of the University of Crete. The flowchart has not been redrawn here; the present appendix records its existence in the original Greek document.

### Appendix B. Complaint / Appeal Submission Form

**UNIVERSITY OF CRETE  
SCHOOL OF SOCIAL SCIENCES  
DEPARTMENT OF PSYCHOLOGY**

<b>To:</b>	Protocol No.: .....
<b>FULL NAME (required field):</b>	
<b>Student Registration No.:</b>	Department:
<b>Telephone/mobile:</b>	Institutional e-mail ( <b>required field</b> ):
<b>Subject of complaint:</b>	
<b>The issue raised by the student concerns:</b>	
<b>Other (description):</b>	
Summary of the complaint/issue:	

- ACADEMIC / TEACHING ENVIRONMENT
- DEPARTMENTAL ADMINISTRATIVE SERVICES
- DEPARTMENTAL INFRASTRUCTURE
- COOPERATION BETWEEN STUDENTS

*(Please describe briefly and clearly the issue/complaint that concerns you. Any inaccuracy renders the statement inadmissible and it will not be examined further.)*

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**Information on the processing of personal data**

The University of Crete informs you that it collects and processes the personal data you have declared, namely: first name and surname, Registration Number, Department, telephone number, institutional e-mail address, and description of the incident. The collection and processing of these data are carried out for the exclusive purpose of investigating your complaint.

The collection and processing of your personal data (ordinary data) are based on Article 6(1)(e), and, for special categories of personal data (sensitive data), Article 9(2)(g) of the General Data Protection Regulation 2016/679 (EU), in conjunction with Article 33 of Law 4589/2019. Your personal data will remain at the disposal of the University of Crete for as long as is required for the investigation of your case and until completion of the lawful procedures, after which they will be anonymised.

The members involved in the management of complaints have a duty of confidentiality regarding the information that comes to their knowledge in the context of investigating and handling reports.

The University of Crete may proceed to further processing of your personal data for archiving purposes or for research/statistical purposes, while observing the conditions of the General Data Protection Regulation 2016/679 (EU), in accordance with Article 86 of the General Data Protection Regulation.

You have the right to lodge a complaint with the Hellenic Data Protection Authority at [www.dpa.gr](http://www.dpa.gr). The University of Crete has appointed a Data Protection Officer with whom you may communicate at the e-mail address [dpo@uoc.gr](mailto:dpo@uoc.gr).

<p>By signing the present application, I declare that I expressly, freely, and unreservedly consent to and accept the collection, processing, and storage of my personal data exclusively for the purpose of completing the above procedure. Rethymno, .....</p>	<p>The applicant</p>

	(Name - signature)
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**Translated by ChatGPT 5.4**