



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

Εθνικόν και Καποδιστριακόν
Πανεπιστήμιον Αθηνών

— ΙΔΡΥΘΕΝ ΤΟ 1837 —

**Regulation of the operating mechanism for the management of student
complaints and objections
of the Master's Program "Media and refugee/migration flows"**

Appendix A10

In the MSc “Media and refugee/migration Flows” has been adopted and implemented the mechanism for management of student complaints and objections of the Department of Communication and Media Studies of the National at the Kapodistrian University of Athens, which follows.

At the 4th Special General Assembly of the Department of Communication and Media Studies, in 20/12/2022, the following Complaints Management Regulation was approved: In all Master programs of the Department of Communication and Media Studies, responsible for complaints management of students is the academic advisor appointed by the Coordinating Committee of for each MA/MSc.

The educational procedure in all Master programs of the Department of Communication and Media Studies is student-centered and, therefore, the management of any complaints on behalf of students is important condition of all MA and MSc programs. The Coordinating Committee has the overall responsibility of managing complaints and objections, but for flexibility reasons and for a direct and immediate communication with each student, assigns the academic advisor the first phase of communication with the students.

Then, the Coordinating Committee undertakes to assist the consultant in his/her role. More specifically: the academic advisor is, both during his/her working hours and daily, via electronic communication, available to be informed about any complaints of students regarding, e.g., the difficulty of a course, the excessive workload required by a lecturer, the difficulty of communicating with a lecturer, the content of a course or overall the MA/MSc, the behavior of a lecturer, or fellow students or a member of the administrative staff.

Furthermore, within a few days from receiving of a complaint, the academic advisor must proceed to the necessary actions: for example, to complete his/her report by contacting with the lecturer for whom has been addressed the complaint, or to ensure that the specific problem the student is facing is resolved; or to guide the student on how he/she can manage it his/her problem. It is understood that the good-natured conversation and mood of interpersonal problem solving is basic academic strategy. The complaints handling policy aims to resolve any problem. Given that the basic academic strategy of the Department of Communication and Media Studies is the benevolent discussion and disposition of interpersonal resolution of problems, the existence of a complaint form has been avoided, as this constitutes a formal and impersonal procedure. It is preferred the communication with the academic advisor. It is noted that the students must read the study regulation and the rules of the University, in order to be aware of their rights and obligations. They should also contact their academic advisor for guidance and support on issues that concern them and related to their studies.

Specific importance is given to issues related to:

- Equality and the fight against discrimination
- The fight against sexual harassment
- Dealing with bullying, insults and comments that reduce self-esteem and confidence
- Exclusion due to beliefs, which is opposed by the dialogue and the tolerance
- Feedback regarding tasks and overall performance of students
- Communication with teachers
- Physical or electronic access to university services
- Safety and health issues
- Managing stress and workload

If, after the completion of its management complaint from the academic advisor, as well as from the Coordinating Committee, the student still objects, can submit his/her complaint to the Head of the Department, either in writing or orally.

If the student is not satisfied even with this phase of the management of his/her complaint, the complaint may be submitted, in writing, to the Assembly of the Department of Communication and Media Studies. The decision to be taken by the Assembly of the Department is definitive.