



**University of West Attica**

**Department of Electrical and Electronics Engineering**

**and**

**Department of Industrial Design and Production Engineering**

**MSc Artificial Intelligence and Deep Learning**

**Regulation for the Operation of the  
Mechanism for the Management of  
Student Complaints and Objections**

*February 2024*

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## Introduction

In the context of strengthening the student-centered educational process and the principles of transparency, the MSc Program has adopted the "Regulation for the Operation of the Mechanism for the Management of Student Complaints and Objections". The regulation aims to improve the quality of the operation of the MSc Program, placing at its heart the respect of all those involved in the educational process, but even more so of the recipients of this process, to whom it must be accountable. In this direction, there is a procedure for the submission and management of students' complaints, in order to ensure their satisfaction and to safeguard its prestige. This procedure concerns all complaints regarding the quality of the educational and administrative services provided by the MSc Program.

## Definitions

**Complaint:** the expression of dissatisfaction on the part of the student, due to the disappointment of his/her expectations, regarding the qualitative and possibly quantitative level of the services provided by the Artificial Intelligence and Deep Learning and the Environment.

**Objection:** the formulation of objections or reservations by a student of the MSc, regarding the pending problematic resolution of an issue/problem that concerns him/her.

## Aim

The grievance policy is addressed to active students of the MSc and aims to resolve a disagreement or problem, such as:

- disagreement on matters of study and attendance,
- inappropriate behavior by a member of academic or administrative staff,
- inadequate guidance of students by a member of academic or administrative staff.

## Scope of application

Students should first of all study the regulations of the University and the rules of the University in general, in order to know their rights and obligations. They must also contact their Academic Advisor for guidance and support on issues that concern them and are related to their studies and attendance.

Students may submit a verbal or written complaint when an action or decision of a member of the MSc or a collective body is not in accordance with:

- the rules of study and attendance,
- the Code of Conduct and/or the procedures provided for in the Code of Conduct regarding academic teaching and research at the University
- the rational use of facilities and infrastructure,
- the protection of intellectual property and copyright,
- appropriate working behavior,
- equality, respect for diversity and the fight against harassment and sexual harassment.

## Complaints Management

In any case, making a complaint should not be a knee-jerk reaction to any unmet request by a student. The good-natured initial discussion and the willingness to solve a problem interpersonally is a basic academic strategy of the general human resources of the MSc Program and must be chosen before the identified problem turns into a complaint.

### **Stage 1: Direct Resolution**

#### **HEARING: examination of the student's complaint/problem by a member of the MSc**

The student reports the problem/complaint to the lecturer or to the organizer of the course or to a member of the administrative staff (secretariat of the course), depending on the nature of the complaint. The member of the MSc Program examines the problem/concern in collaboration with the student and proposes a solution. In cases where, after the completion of the direct resolution process, the student objects to the proposed resolution or the situation is still problematic, then the student may submit a written complaint to the Academic Advisor within 30 days of the day the problem occurred.

### **Stage 2: Formal Resolution.**

#### **I. INTERVIEW: Consideration of the student's complaint/problem by the Academic Advisor**

The Academic Advisor examines the problem/concern in collaboration with the student and proposes a solution. In this direction, the Academic Advisor, at his/her discretion, contacts other members of the MSc Program in order to ask for their assistance, as they are obliged to do, in solving the problem.

#### **II. ADMINISTRATIVE EXAMINATION: Examination of the student's complaint/problem by the Director of the MSc.**

In cases where, after the completion of the mediation process of the Academic Advisor, the student objects to the resolution or the situation is still problematic, then he/she may submit his/her complaint in writing to the Secretariat, addressed to the Director of the MSc, using the "**COMPLAINT FORM**" provided in this document, which indicates, among other things, the hearing and mediation process followed.

The Director of the MSc Program takes the necessary steps to examine/investigate the problem. He/she may, depending on the nature of the problem, invite the student to a hearing and request the assistance of any member or body of the MSc or the Institution or refer the problem/complaint to the Curriculum Committee (CC). In cases in which the Director of the MSc refers the problem/complaint to the Curriculum Committee, the decision is final and the student cannot submit an appeal and use the third stage of this procedure.

Within a reasonable period of time and depending on the nature of the problem and the urgency of the matter, the student is informed of the outcome of the actions taken and the decisions taken regarding the problem/complaint.

### **Stage 3: Objection and Final Review of the problem/complaint.**

#### **I. COMPLAINT: Examination of the problem/complaint by the Curriculum Committee.**

In cases where after the completion of the administrative review process of the problem/complaint, the student objects to the resolution or the situation is still problematic, then he/she may submit his/her complaint to the Secretariat, addressed to the Curriculum Committee, using the "COMPLAINT FORM" which indicates, among other things, the hearing procedure, mediation and administrative examination followed. In cases in which the Director of the MSc has already requested the assistance of the Curriculum Committee at the stage of the Administrative Review, the student cannot submit an objection and use this step of the procedure. The decision taken by the Curriculum Committee is final.

## Annex to the Regulation for the Operation of the Mechanism for the Management of Student Complaints and Objections

Protocol no. :.....

Egaleo, .....

To: Director of the Master of Science in Artificial Intelligence and Deep Learning

### **COMPLAINT FORM**

Please fill in the following fields.

Full name :	
No. Registry :	
Semester of Studies :	
Mobile/land phone :	
E-mail :	

Please state briefly and clearly the problem you have encountered or your complaint about the services offered (educational, administrative, etc.), or your objection.

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#### Privacy Update

The personal data of students are processed for the purpose of examining the submitted request/complaint, in order to facilitate the student public and to ensure promptness and efficiency in the service of student needs. The University of West Attica takes all necessary measures to protect personal data.

- I declare that I expressly and unconditionally consent to the processing of my personal data for the sole purpose of managing this request.
- I understand that the confidentiality of communication will be ensured, as provided for in the Internal Regulations of the University of West Attica and the applicable legislation.

Egaleo, \_\_/\_\_/\_\_

**The Applicant .....**