



ΠΑΝΕΠΙΣΤΗΜΙΟ ΠΕΙΡΑΙΩΣ
UNIVERSITY OF PIRAEUS

DEPARTMENT OF DIGITAL SYSTEMS



DEMOKRITOS

INSTITUTE OF INFORMATICS AND TELECOMMUNICATIONS



COMPLAINT AND APPEAL MANAGEMENT POLICY



1. Introduction

This regulation establishes the official procedure for submitting and managing complaints by students of the MSc in "Artificial Intelligence" (MSc in AI). It ensures student satisfaction with their studies and preserves the reputation of the MSc in AI program. The procedure pertains to all complaints related to the quality of educational and administrative services provided by the Department.

2. Definitions

Complaint: An expression of dissatisfaction by a student due to the failure of meeting their expectations regarding the quality level of the provided services.

3. Purpose

The complaint management policy applies to active students of the MSc in AI and aims to understand and resolve issues and dysfunctions within the program, concerning (indicatively):

- Issues related to attendance.
- Inappropriate behavior by members of the academic community (students, faculty members, administrative staff, technical staff, other personnel involved in the MSc in AI).
- Insufficient guidance from faculty members or inadequate information/counseling from administrative staff.

4. Scope

Students of the MSc in AI can submit verbal and/or written complaints when an action or decision by a member of the academic community of the MSc in AI does not align with:

- The regulations governing the operation of the MSc program.
- The Ethics, Deontology, and Research Regulation of the University of Piraeus.

5. Complaint Management Procedure

It is important to emphasize that discussing the issue for resolution directly between the involved parties (e.g., student-faculty member) is a fundamental academic strategy and should be chosen as the initial response.

In any case, the student/s may submit their complaint within 15 days from the day the issue arises.

The steps of the process are as follows:

Step 1: Examination of the complaint/problem by a faculty member or administrative staff.

The student reports the issue/complaint to a faculty member or an administrative staff member, depending on the nature of the complaint.

Step 2: Examination of the complaint/problem by the Academic Advisor



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ΤΗΛΕΠΙΚΟΙΝΩΝΙΩΝ

If, after the direct resolution process, the student is dissatisfied with the outcome or the situation remains problematic, the student may submit their complaint to the Academic Advisor. The Academic Advisor examines the issue in cooperation with the student and proposes a solution. The Academic Advisor, at their discretion, may contact other MSc in AI members, following the Ethics, Deontology, and Research Regulation (e.g., with full respect for the student's personality and personal data), seeking their assistance in resolving the problem.

Step 3: Examination of the complaint/problem by the Director of the MSc

If, after the mediation process by the Academic Advisor, the issue is still unresolved, the student may submit the complaint in writing to the Director of the MSc in AI via the MSc Secretariat using the Complaint Submission Form (see Appendix A), which also details the mediation process that was followed.

The Director of the MSc takes the necessary actions to examine/investigate the issue. Depending on the nature of the problem, the Director may invite the student to a hearing and request assistance from any member or body of the MSc or refer the issue to the Curriculum Committee or other relevant bodies of the University of Piraeus or the National Center for Scientific Research "Demokritos".

The student is informed within a reasonable time frame, depending on the urgency of the matter, regarding the outcome of the actions taken and the decisions made regarding the complaint.

Step 4: Appeal and Final Review of the Complaint

APPEAL: Examination of the complaint by the Department Assembly

If, after the administrative review of the complaint, the student remains dissatisfied with the resolution or the issue continues to be problematic, they may resubmit their complaint in writing to the Curriculum Committee of the MSc, using the Complaint Submission Form (Appendix). This form should indicate, among other things, the procedure followed. If the Director has already sought assistance from the Curriculum Committee, the student cannot appeal and proceed to this stage of the process.



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MSc in

ARTIFICIAL
INTELLIGENCE



ΔΗΜΟΚΡΙΤΟΣ

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COMPLAINT SUBMISSION FORM

To: Secretariat of the MSc in "Artificial Intelligence"

Document No.:

Full Name:

Father's Name:

ID Number:

Student Number:

Semester of Study:

Complaint Subject:

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Please briefly and clearly describe the issue you faced or the complaint you have regarding the provided services (educational, administrative, etc.):

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I hereby consent explicitly and unconditionally to the processing of my personal data for the purpose of managing my current complaint.

Attached you can find additional documents related to the matter.

Date: DD/MM/YYYY

Student Name/Signature: