

A13_COMPLAINTS HANDLING REGULATION

General Assembly of the Department of Tourism Management
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Article 1. Purpose of the Regulation and Definitions

The purpose of this Regulation on the Operation of the Complaints and Appeals Mechanism is to ensure the prompt, effective, and fair handling of complaints and appeals submitted by students enrolled in the Postgraduate Program of Studies. Through the implementation of this Regulation, the broader objectives of improving the quality of educational and administrative services provided to students of the MSc “Executive MBA in Hotel Management” are achieved, in accordance with the principles of transparency, integrity, and accountability.

The complaints policy is addressed to active students of the MSc and aims to resolve disagreements or issues such as:

1. Disputes concerning academic or attendance matters.
2. Inappropriate behavior by a member of the academic or administrative staff.
3. Inadequate guidance provided by a member of the academic or administrative staff.

An "Appeal" is defined as any official written expression of doubt or objection by the student regarding the validity of a decision made by an MSc authority related to their request.

A "Complaint" is defined as the expression of dissatisfaction by a student due to unmet expectations regarding the level of services provided.

Article 2. Scope

The complaints and appeals policy applies to all students of the MSc “Executive MBA in Hotel Management” during their studies, regarding any issue related to the quality of educational and administrative services provided.

The issues may concern actions that conflict with the Operational Regulation of the MSc or with procedures and practices raising concerns about the use of IT and communication services, intellectual property, personal data protection, anti-discrimination, and anti-harassment.

Article 3. Management Procedure

To ensure transparency, integrity, and accountability, the Department of Tourism Management, and more specifically the MSc program, implements the following stages for handling student complaints and appeals, in accordance with the relevant Operational Regulation:

Step 1: Direct Resolution

Hearing: The student's complaint/problem is reviewed by a department member.

Depending on the nature of the complaint or appeal, the student is encouraged to contact the relevant teaching or administrative staff directly to resolve the issue without formal mediation. If resolved, no further action is required.

Mediation: The complaint/problem is reviewed by the student's Academic Advisor.

If the issue is not resolved directly, the student may email their Academic Advisor to request a meeting during official office hours. The Advisor examines the issue in cooperation with the student and proposes a solution.

The Advisor may also consult other MSc members if necessary to help resolve the issue.

Step 2: Official Resolution

Administrative Review: The complaint/problem is examined by the MSc Director.

If the issue remains unresolved, the student submits a written complaint/appeal using the official Submission Form (see Appendix A). This must include all relevant details and be submitted to the MSc Director, who may request clarifications.

The Director may either:

- a) Resolve the issue through appropriate actions, or
- b) Refer the issue to the MSc Program Committee (Ε.Π.Σ.) for a decision.

In either case, the student will be informed of the outcome. Any decision made by the responsible authority is final and cannot be re-appealed on the same grounds.

Step 3: Appeal and Final Review

Appeal: The issue is reviewed by the MSc Program Committee (Ε.Π.Σ.).

If the student remains dissatisfied after the administrative review, they may submit a written appeal to the Committee using the official form, including all steps followed (hearing, mediation, administrative review).

However, if the Director already involved the Committee at the previous step, the student may not appeal again.

The Committee's decision is final.

Article 4. Referral to University Committees or Authorities

Depending on the nature of the issue, the MSc, through its Chair or the Program Committee (Ε.Π.Σ.), may refer the matter for further action to relevant University bodies, such as:

- The Student Advocate,
- The Gender Equality Committee,
- The Ethics Committee.

Alternatively, students may directly contact the relevant committees or authorities of the University of West Attica.

Article 5. Confidentiality and Personal Data

At all stages of the process, the protection of personal data of the involved parties is strictly observed, in accordance with applicable law. All complaints, appeals, outcomes, and related actions are recorded and securely stored in a designated area within the MSc Secretariat.

Appendix A – Complaint and Appeal Submission Form

MSc in Hotel Management – Executive MBA in Hotel Management COMPLAINT SUBMISSION FORM

To: MSc Secretariat

Ref. No.: _____

Note: The MSc in Hotel Management – Executive MBA in Hotel Management, in its effort to continuously improve the services provided, offers the possibility to express

any complaints, observations, or comments regarding the quality of educational services and student support.

Full Name: _____

Father's Name: _____

ID Number: _____

Registration Number: _____

Semester: _____

Home Address: _____

Phone/Mobile: _____

Email: _____

Subject of Complaint:

(Please briefly and clearly describe the issue or complaint regarding the educational, administrative, or other services.)

☐ I expressly and unconditionally consent to the processing of my personal data for the purpose of managing this complaint.

☐ Additional documents related to the issue are attached.

Athens, ____ / ____ / 20__

The Applicant

(Signature)

Any false statement renders the complaint inadmissible and it will not be processed further.