



**Τομέας Μετεωρολογίας και Κλιματολογίας**  
Τμήμα Γεωλογίας  
Αριστοτέλειο Πανεπιστήμιο Θεσσαλονίκης

**MASTER PROGRAM -METEOROLOGY, CLIMATOLOGY  
AND ATMOSPHERIC ENVIRONMENT**

School of Geology  
Aristotle University of Thessaloniki

**APPEALS AND COMPLAINTS  
RECORD MANAGEMENT SYSTEM  
FOR POSTGRADUATE STUDENTS**

# **APPEALS AND COMPLAINTS RECORD MANAGEMENT SYSTEM FOR POSTGRADUATE STUDENTS, SCHOOL OF GEOLOGY, FACULTY OF SCIENCES, ARISTOTLE UNIVERSITY OF THESSALONIKI.**

## **INTRODUCTION**

The School of Geology, Aristotle University of Thessaloniki, establishes an "Appeals and Complaints Record Management System for Postgraduate Students - (therefore ACRMS)" for all Postgraduate Study Programs organized (MSc) or coordinated (Inter-Institutional MSc Programs) by the School of Geology.

The key factors of this "Appeals and Complaints Record Management system" can be modified by the Assembly of the School of Geology, AUTH. Decisions and Regulations regarding the ACRMS were adopted by the Assembly of the School of Geology - Session no. 620/26-5-2023.

## **PURPOSE**

The purpose of this regulation is to manage the complaints/appeals of Postgraduate Students of the Postgraduate Study Programs organized (MSc) or coordinated (InterInstitutional MSc Programs) by the School of Geology of the Aristotle University of Thessaloniki, regarding issues related to the quality of the educational and/or administrative services provided by the programs. The complaint management policy is addressed to active postgraduate students and aims to resolve disputes or problems, such as:

Disagreements over substantial academic and student issues,

Allegations of misbehavior made by the administration, academic staff members, faculty members, Insufficient information provided to students by academic or administrative staff members.

## **COMPLAINTS - APPEALS MANAGEMENT**

Postgraduate students are required to carefully read the Study Guide and the operational rules of each MSc or Inter-Institutional MSc program, to be aware of their rights and obligations. They should also address their Academic Advisor/Study Advisor for guidance and support regarding matters related to their studies and enrollment.

Specifically, postgraduate students can contact their Professor/Advisor for issues concerning their study processes, inappropriate behavior, and insufficient guidance by teaching or administrative staff, and issues related to their evaluation. For student complaints and appeals, the competent authority for examination is the Director of the MSc or the Inter-Institutional MSc Program, in collaboration with the Administration Office, in the frame of their duties and responsibilities to operate efficiently and achieve the goals of the MSc or the Inter-Institutional MSc program. In case that a student believes that a complaint or related appeal has not been solved, he/she can submit a written complaint or appeal to the Administration Office of the MSC or the Inter-Institutional MSc. The competent body for examining such requests is:

The Program's Coordinating Committee (CC) [If an appropriate Program's Coordinating Committee exists, the written complaint/appeal goes to that committee], or

The Study Program Committee (PC) for Inter-Institutional MSc programs without a CC.

If the Coordinating Committee (case A) is unable to solve the problem due to its complexity, it refers accordingly to the Head of the School of Geology, who can further bring it into discussion to the Assembly of the School or the SPC of the Inter-Institutional MSc program. If, even after examination and decision by the School's Assembly or the Study Program Committee, the student believes that the complaint or related appeal has not been solved, he/she can reapply within a month following the same procedure. The Assembly or the Study Program Committee of the Inter-Institutional MSc program decides whether to accept the request for reconsideration and, if accepted, initiates the appropriate procedure for its review and takes a final decision. If the student believes that the request has not been adequately addressed or that the decision violates his/her rights, he/she may then address the competent authorities of the University (Student Advocate Office, the Senate, and the Rector etc.). The complaint and objection submission form follows. In any case, the anonymity of the student submitting the request for resolution is maintained. The student is informed of the outcome of the handling of his/her application by the Department/Postgraduate Studies Secretariat.