

**NATIONAL AND KAPODISTRIAN UNIVERSITY OF
ATHENS**

SCHOOL OF THEOLOGY

**DEPARTMENT OF SOCIAL THEOLOGY AND RELIGIOUS
STUDIES**

**Postgraduate Program "Religious Studies and Intercultural
Research"**

**REGULATIONS FOR THE OPERATION OF THE STUDENT
COMPLAINTS AND APPEALS MANAGEMENT
MECHANISM**

The **Regulations for the Operation of the Student Complaints and Appeals Management Mechanism** of the Postgraduate Program of the Department of SOCIAL THEOLOGY AND RELIGIOUS STUDIES of the NKUA, entitled "RELIGIOUS STUDIES AND INTERCULTURAL RESEARCH," were approved at the 9th meeting of the General Assembly of the Department on 24/2/2025.

**Regulations for the Operation of the Student Complaints and Appeals
Management Mechanism**

I. Formation and Role of the Complaints Management Committee

The President of the Department of Social Theology and Religious Studies, taking into account Article 23, para. II, section h' of Law 4485/2017 "Organization and operation of higher education, regulations for research and other provisions" (Government Gazette: 114/ t. A'/4-8-2017), proposed at the 5th/9-12-21 General Assembly of the Department the establishment of a Student Complaints and Appeals Management Committee. The General Assembly of the Department, aiming to strengthen the student-centered educational process and to systematically improve the quality of educational and administrative services provided, decided to establish the Student Complaints and Appeals Management Committee, which will operate according to these Regulations. The Committee consists of two members of the Department's teaching staff, appointed by the Assembly, and the President of the Department, who is automatically designated as the Committee Chair. The Committee members serve a three-year term, which can be renewed. The Committee receives complaints and appeals from students of all study cycles (undergraduate, postgraduate, and doctoral). Complaints and appeals should concern the educational and administrative services provided by the Department. Issues relating strictly to the academic work of teaching staff are

not within the Committee's competence. The Committee members are obliged to follow the NKUA's data protection policy, available at:

https://www.uoa.gr/to_panepistimio/prostasia_prosopikon_dedomenon/.

The Committee ensures the protection of the complainants' personal data so that complaint-handling data is available for review by bodies evaluating the operation of the Department. It is crucial, beyond resolving student issues, for the mechanism to also provide feedback for correcting procedures that prove problematic. For example, repeated complaints by different students regarding the same process may require a revision of the procedure as a whole. The Committee makes final and irrevocable decisions on each issue brought before it. If deemed appropriate, it may refer a matter to the Department Assembly or to the NKUA Ethics Committee, or even to the relevant Authorities, if the nature of the complaint so requires.

2. Procedure for Managing Student Complaints and Appeals

The process for managing complaints and appeals includes the following steps:

Step 1: Submission of Complaint or Appeal

Students wishing to submit a complaint or appeal must complete the Complaint Submission Form, which is available on the Postgraduate Program website (<https://www.soctheol.uoa.gr/>), and send it to the attention of the Complaints and Appeals Management Committee at the Department Secretariat's email (secr@soctheol.uoa.gr), which forwards it to the Committee Chair. Students who have reservations about submitting their complaint in writing and by name may request an oral hearing by sending a relevant request to the Department Secretariat's email (secr@soctheol.uoa.gr), which is forwarded to the Committee Chair. In this case, a meeting is arranged between the student and two Committee members. The complaint or appeal is recorded anonymously by the Committee members and forwarded to the full Committee for consideration.

Step 2: Review of Complaint or Appeal and Decision-Making

The Committee meets at regular intervals to discuss issues submitted by name or raised during an oral hearing. Complaint Submission Forms that are incomplete will not be considered. The Committee does not respond to or consider messages containing abusive content or insufficient/false contact information. If deemed appropriate, a matter may be discussed at the Department General Assembly or referred to the NKUA Ethics Committee or the relevant Authorities, if required by the nature of the complaint. The Committee may invite the complainant student(s) for a private hearing. The Committee's decision is final and irrevocable, with no further right of appeal.

Step 3: Informing the Complainant about Issue Handling and Decision

A representative of the Committee responds in writing or orally to each complainant within a reasonable period. The response time may vary depending on the nature of the complaint or appeal and the actions required. The update concerns the actions taken to handle the issue and any decisions made.