



● ΤΜΗΜΑ ΠΑΡΑΣΤΑΤΙΚΩΝ ΚΑΙ ΨΗΦΙΑΚΩΝ ΤΕΧΝΩΝ  
● DEPARTMENT OF PERFORMING AND DIGITAL ARTS

# GUIDELINES OPERATION OF STUDENT COMPLAINTS AND APPEALS MANAGEMENT DPDA

## B. 17

# Guidelines for the Operation of Student Complaints and Appeals Management

## Department of Performing and Digital Arts

This procedure concerns all student complaints/problems related to the quality of the Department's educational and administrative services. The General Assembly of the Department, as well as the Student Ombudsman, in case of involvement, is responsible for the implementation of this procedure.

Students are advised to consult the following instructions for the prescribed process:

### 1. MANAGEMENT OF A COMPLAINT/PROBLEM BY THE ACADEMIC ADVISOR OF THE DEPARTMENT

This concerns hearing the student's complaint-problem by the Department's Study Advisor, who examines the problem in collaboration with the student and proposes a solution.

### 2. APPLICATION TO THE GENERAL ASSEMBLY OF THE DEPARTMENT

If the issue is not resolved in a satisfactory manner, the following procedure is followed: **(a)** Referral to the General Assembly of the Department. The Academic Advisor may refer the student to the General Assembly of the Department. **(b)** Completion of a complaint form. The student fills in the Complaints Submission Form (listed at the end of this Regulation and accessible on the department's website), where the problem/complaint they have is recorded and submitted in electronic or in printed form to the Secretariat of the Department. The Secretariat forwards the complaint, with any additional material attached, to the General Assembly of the Department for further consideration and examination of the problem. **(c)** Informing the student of the decision regarding the resolution of the complaint/problem. Within a reasonable period of time (approximately 20 days), the student is informed by the Secretariat of the Department of the General Assembly's decision and any actions to be taken. **(d)** A request for an appeal of the decision concerning the complaint/problem. In case the student is not satisfied with the decision, he/she has the right to submit a new request for review/revision of the complaint/problem. The General Assembly decides whether the student's complaint will be reviewed. **(e)** Review of the complaint/problem by the competent administrative body of the Department or the Institution. The review of the complaint/problem is assigned to a competent administrative body of the Department or the Institution, on a case-by-case basis. **(f)** Decision-making following the review in order to resolve a complaint/problem. Within a reasonable period of time, the student is informed about the actions taken to resolve the complaint/ problem after the review, as well as about the decisions of the respective competent administrative body. **(g)** Case of complaint for failure in the exams. In the event that the complaint/problem is related to the failure of the student in the final or repeat examinations, the law

provides, under certain conditions, for an examination by a three-member committee of faculty Lecturers (other than the course instructor), teaching the same or a related subject, as designated by the Dean.

### **3. APPLICATION TO THE STUDENT OMBUDSMAN**

The University of Peloponnese operates the institution of the Student Ombudsman, to whom students turn to for issues within his/her jurisdiction, mainly for issues unrelated to grades and examinations, if they cannot be resolved internally/within the Department. The Ombudsman may investigate cases *ex officio*.

The Student Ombudsman has the following responsibilities:

1. Examination of reports-complaints of students for violation of provisions and rules of university legislation and ethics.
2. Examining student requests for problems they face with academic and administrative services and seeking solutions to these problems.
3. Facilitating the student's contacts with the administrative bodies and services.
4. Informing students about their rights and obligations as members of the University Community.

### **Contact details of the Student Ombudsman for the University of the Peloponnese:**

**Fefes Michael**

**Associate Professor**

Phone: 27410-75632

email: [mfefes@uop.gr](mailto:mfefes@uop.gr)

For more information, the procedure for submitting requests to the Student Ombudsman, etc., students may contact the Secretariat of the Department or the website of the Ombudsman: <http://foitmer.uop.gr/grafeio-sinygorou>

## COMPLAINTS FORM

Also available as a document on the  
Department of Performing and Digital Arts website

**To:**

The Department of Performing and Digital Arts Secretariat

Protocol Number.: .....

The Department of Performing and Digital Arts of the School of Arts of the University of the Peloponnese provides the opportunity to students to express any complaints and observations related to the quality of the educational services provided and the general services of those transacting with the Institution (e.g. administrative services, student welfare services, academic departments).

Please state clearly and succinctly the problem you have encountered or your complaint regarding the above-mentioned services offered by the Department of Performing and Digital Arts (educational or administrative).

**FULL NAME:** .....

**FATHER'S NAME:** .....

**STATUS:** .....

**ADDRESS:** .....

**TELEPHONE NUMBER:** .....

**E-MAIL:** .....

Describe briefly and accurately the problem you faced or your complaint about the services offered by the Department (educational, administrative, etc.).

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I declare that I accept the processing of my personal data for the purpose of managing my present complaint.

Nafplio, ...../...../202

The Applicant

Signature

**Department of Performing and Digital Arts**  
University of the Peloponnese

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