



**ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΕΛΟΠΟΝΝΗΣΟΥ**
University of the Peloponnese

**School of Agriculture and Food
Department of Food Science and Technology
MSc “Sustainable Agrosystems for Quality
Mediterranean Foods”**

D4.3 Regulation of Students’ Complaints and Appeals

Approved by the Department Assembly 14/29-04-2026

MAY, 2026

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NATIONAL RECOVERY AND RESILIENCE PLAN



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Article 1. Purpose

The aim of the MSc Program “Sustainable Agrosystems for Quality Mediterranean Foods” is the continuous improvement of the quality of the educational and administrative services provided, with a student-centered approach and guided by the principles of transparency, integrity, and accountability.

For this purpose, the MSc Program - **through the Decision of the Department Assembly No14/29-04-2026** - has established an appropriate mechanism for the management of student complaints and appeals, ensuring their prompt and fair handling with effectiveness and confidentiality, in accordance with the Internal Regulations (Decision 1 of the 148th Senate Meeting of the University of the Peloponnese, Government Gazette 1563/B/9 May 2019, <https://www.uop.gr/images/300719-esoterikos.pdf>). ***This Regulation is common for all students of the MSc Program regardless the Academic Unit they attend the courses each time.***

Article 2. Definitions

1. **Complaint** is defined as the expression of dissatisfaction (oral or written) by a student, due to unmet expectations regarding the quality level of the services provided.
2. **Appeal** is defined as any written and formal expression of doubt or objection by a student regarding a decision concerning their submitted request.

Article 3. Scope of Application

The complaints management policy applies to active Master students of all study cycles. Indicatively and not restrictively, it concerns cases such as:

- Disagreements on academic matters
- Investigation of complaints regarding inappropriate conduct by academic members, laboratory teaching staff, technical staff, or administrative personnel of the MSc Program
- Inadequate guidance from the academic advisor
- Insufficient information provided by administrative staff
- Lack of communication with academic members or the MSc Secretariat

Article 4. Procedure

Students may record their complaints using the available “Complaint Form” of the MSc Program and submit it to the Secretariat either in printed form or via email.

Complaints may concern all issues related to the quality of educational work and administrative services provided by the MSc Program “Sustainable Agrosystems for Quality Mediterranean Foods”.

The “Complaint Form” includes fields for personal details and contact information, as well as a section for describing the issue or complaint. The form is available on the Master’s website.

Complaint submission procedure:

1. Any issues or complaints are recorded in the “Complaint Submission Form” (see attached), available via the MSc website and the Secretariat.
2. The student completes the form concisely and clearly and submits it to the Secretariat, either in printed form or via email, which is handled under a confidential protocol.
3. Any relevant supporting documents may be attached.
4. The Secretariat promptly forwards the complaint, along with any supporting material, to the Director of the MSc Program.
5. The Director examines the complaint and takes the necessary actions, informing the competent body where appropriate.
6. If the complaint/appeal concerns the Director, it is forwarded to the Head or Deputy Head of the Department.
7. Within a reasonable timeframe, the student is appropriately informed of the actions taken and any decisions made or to be made.
8. If the matter is complex, it is referred to the Department Assembly, which may seek assistance from or refer the case to the competent administrative or other bodies of the University of the Peloponnese.
9. The resolution of complaints/appeals is carried out in accordance with the Regulations of the MSc Program and the Department, the Internal Regulations of the University, and the applicable legislation.
10. If the student’s request is not satisfied, they may appeal to the Student Ombudsman Office of the Student Affairs Department of the University of the Peloponnese.

Article 5. Right to Information

Upon completion of the handling of each complaint or appeal by the Department Assembly and within a reasonable timeframe, depending on the seriousness of the matter, the student is formally informed in writing of the final decision regarding their case.

Article 6. Other Means of Submitting Complaints

Student Ombudsman

The Student Ombudsman mediates exclusively between students and academic members or administrative services of the institution, with the aim of:

- Ensuring legality within the framework of academic freedom
- Addressing cases of maladministration and safeguarding the proper functioning of the institution
- Investigating cases ex officio or following a student report and mediating with the competent bodies for their resolution
- Requesting from institutional services any information, documents, or other evidence, examining individuals, conducting on-site inspections, and ordering expert evaluations
- If illegality, maladministration, or disruption of proper institutional functioning is identified, issuing a report communicated to the relevant academic member or administrative service and the reporting student, and mediating for resolution

It is clarified that the Student Ombudsman has no authority over matters related to examinations and student grading.

All relevant information is available at: <http://foitmer.uop.gr/grafeio-sinygorou/>

Gender Equality and Anti-Discrimination Committee

The Committee was initially established as the “Gender Equality Committee” under Article 33 of Law 4589/2019. Under Article 128 of Law 4957/2022 (Government Gazette 141/A/21.07.2022), it was renamed the “Gender Equality and Anti-Discrimination Committee” (GEADC), and its responsibilities were expanded.

The Committee is an advisory body to the Institution and its governing bodies. Its mission is to promote gender equality and combat discrimination based on gender, racial or ethnic origin, religion or beliefs, health/disability status, age, or sexual orientation across all levels and processes of academic life.

The Committee contributes to the prevention and addressing of all forms of discrimination, sexism, sexual harassment, and any form of harassing behavior.

Responsibilities include:

1. Developing action plans to promote and ensure equality and combat discrimination and submitting annual reports to the Senate and Governing Council
2. Recommending measures to promote equality and address discrimination and harassment
3. Monitoring and evaluating implementation of measures and suggesting revisions
4. Providing awareness and training to the academic community
5. Promoting curricula, seminars, and lectures on relevant topics

6. Encouraging studies and research in its field
7. Recording complaints/reports and forwarding them to competent bodies
8. Supporting victims of discrimination and harassment

COMPLAINTS AND APPEALS SUBMISSION FORM

To: MSc “Sustainable Agrosystems for Quality Mediterranean Foods”. Please complete the following fields:

First Name:

Last Name:

Student ID Number:.....

Year of Study:.....

Contact Details:

Address:

Telephone:

Email:

Please state your complaint or appeal clearly and concisely:

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I hereby expressly and unreservedly consent to the processing of my personal data for the purpose of handling this complaint.

Date,

Declarant (Name & Signature):

ANY INACCURACY IN COMPLETING THIS FORM RENDERS THE DECLARATION INVALID.