



University of Patras  
School of Engineering  
ADRION JOINT TRANSNATIONAL MASTER'S DEGREE IN RENEWABLE ENERGY

#### **D4.3 Regulation for the operation of the student complaints and appeals management mechanism**

# Regulation for the operation of the student complaints and appeals management mechanism of the ADRION Joint Transnational Master's Programme in Renewable Energy

## **Article 1**

### **Subject Matter and Entry into Force**

1. The ADRION Joint Transnational Master's Programme in Renewable Energy hereby establishes the Regulation on the Operation of the Student Complaints and Appeals Management Mechanism.
2. This Regulation shall enter into force as of the academic year 2026–2027.

## **Article 2**

### **Amendment of the Regulation**

This Regulation may be amended by decision of the Programme Coordinating Committee.

## **Article 3**

### **Purpose and Scope**

1. The purpose of this Regulation is to define the procedures for the submission, examination, and resolution of complaints and appeals submitted by postgraduate students of the Programme, with a view to ensuring the quality of the educational and administrative services provided.
2. The complaints and appeals management mechanism applies to active postgraduate students of the Programme.

## **Article 4**

### **Types of Complaints**

Complaints and appeals may concern, indicatively but not limited to, the following matters:

- a) disputes or disagreements related to studies, teaching, or attendance.
- b) inappropriate or unprofessional conduct by members of academic or administrative staff.
- c) inadequate, misleading, or insufficient information provided by academic or administrative staff.

## **Article 5**

### **Preliminary Resolution Procedure**

1. Postgraduate students should first consult the Study Guide and the general regulations of the Programme in order to be fully informed of their rights and obligations.
2. Students are encouraged to address their Academic Advisor for guidance and support on matters relating to their studies, attendance, assessment procedures, inappropriate behavior, or inadequate guidance by academic or administrative staff.
3. The involvement of the Academic Advisor constitutes the initial step in the informal resolution of any issue.

## **Article 6**

### **Formal Submission of Complaints and Appeals**

1. Where the issue is not satisfactorily resolved through the procedure described in Article 5, the student may submit a formal complaint or appeal.

2. For this purpose, students shall complete the relevant Complaint and Appeal Submission Form, available on the Programme's official website (<https://XXXXXXXXXXXX>).
3. The completed form may be submitted to the Programme Secretariat either in paper or electronic form.
4. Students shall describe the matter with clarity, objectivity, and good faith.

#### **Article 7**

##### **Examination of Complaints**

1. The Programme Secretariat shall forward the submitted complaint or appeal to the Programme Coordinating Committee.
2. Where the Coordinating Committee determines that the matter cannot be resolved due to its complexity or nature, it shall refer the case to the Chair of the competent Department.

#### **Article 8**

##### **Confidentiality, Notification, and Final Decision**

1. The anonymity and confidentiality of the student submitting a complaint or appeal shall be strictly safeguarded at all stages of the procedure.
2. The student shall be duly informed of the outcome of the examination of the complaint or appeal.
3. If the student is not satisfied with the proposed resolution, he or she may submit a request for reconsideration.
4. The Programme Coordinating Committee shall decide on the admissibility of the request for reconsideration.
5. The decision adopted following reconsideration shall be final.

#### **Article 9**

##### **Student Advocate**

1. Without prejudice to the internal complaint management procedure described above, students may also have recourse to the institution of the Student Advocate, which has been established and operates at the University of Patras in accordance with the applicable legislation since 2021.
2. The Student Advocate acts as a mediator between students and the University's academic bodies, services, or staff in cases of unresolved disputes, divergent assessments, or complaints.
3. In accordance with the applicable legal framework, the Student Advocate does not have competence in matters relating to examinations and grading.
4. Within the scope of his or her competence, the Student Advocate may, indicatively:
  - a) facilitate communication between students and the University's administrative bodies and services
  - b) examine and seek solutions to students' requests concerning academic or administrative matters
  - c) examine reports or complaints regarding compliance with ethical rules and university legislation
  - d) inform students of their rights and obligations arising from the applicable legal and institutional framework.

#### **Article 10**

##### **Final Provisions**

The Complaint and Appeal Submission Form is attached to this Regulation as Annex B, forming an integral part thereof.

