

**UNIVERSITY OF THESSALY**  
**SCHOOL OF TECHNOLOGY**  
**DEPARTMENT OF FORESTRY, WOOD  
SCIENCES & DESIGN**



**STUDENT COMPLAINTS AND OBJECTIONS  
MANAGEMENT PROCEDURE**



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SCHOOL OF TECHNOLOGY  
DEPARTMENT OF FORESTRY, WOOD SCIENCES & DESIGN  
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## 1. PROCEDURE FOR MANAGEMENT OF COMPLAINTS AND OBJECTIONS

Any student complaints and/or failures of the educational and research process and administrative services are dealt with in the following ways:

In order to register the complaints and objections of the students of the Department, the "Complaint Submission Form" is available in printed and electronic form, which the student fills in clearly, objectively and quickly. In the electronic submission of the request, the Secretariat is asked to inform that it has received the request and for the Protocol Number within one (1) day.

The Secretariat of the FWSD Department is requested to immediately forward the request to the Deputy President of the Department, together with all the evidence. After examining the complaint, the Deputy Head takes all the necessary actions and informs the relevant bodies of the Department. The Head, Deputy Head of the Department or the Department Assembly may propose solutions to issues concerning academic or educational or administrative issues.

For complaints regarding the Academic process, students must first address the Academic Advisor who has been appointed and then the competent single-member and collective bodies. Communication can be direct or through representatives (for example through student associations). In the event that there is no response, they may be addressed to the Dean of the School of Technology, the Ethics Committee, and/or the Rector's Authorities of the University of Thessaly. For complaints and objections related to administrative matters, they can contact the competent administrative services.

For students who face extensive examination problems with a specific course, a special three-member examination committee can be formed, by decision of the Dean's Office upon their request and in accordance with the current legislation (Article 33, Law 4009/2011). Regarding the exam topics, the teachers discuss and present the ideal answers after the exam period is over. At the same time, all students have the right to check their writing only for the current examination period and not retrospectively and to request clarifications.

The direct stakeholders (students, teaching staff, administrative staff) are informed at regular intervals about the outcome of the case. In any case, the Ethics Committee of the University of Thessaly can be activated (upon request), to which students can turn to deal with issues with fellow students, teaching staff, administrative staff and others.

Finally, the University of Thessaly, in the context of the protection of students' personal data, archives and manages the information concerning their personal data (contact details, register of grades and other data of a personal nature) in accordance with the current legislation. Students have access to their file information and grade file.



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## 2. STAGES FOR MANAGEMENT OF COMPLAINTS AND OBJECTIONS

**Stage 1 : Informal resolution of the issue** – Presentation and discussion of the issues that have arisen with the Adviser Professor or the course teacher.

**Stage 2 : Solution to the issue** – A proposal for a solution to the matter that can be rejected or accepted by one or both parties concerned.

**Stage 3 : Formal hearing of the complaint/complaint** – Depending on the seriousness of the complaint, the request may be referred to the relevant Student Affairs Committee or the General Assembly or the Ethics Committee of the University of Thessaly.

**Stage 4 : Outcome of conclusions** – Submission of a conclusion by the competent body, on how to manage the complaint/objection.

**Stage 5 : Review request** – In the event that the conclusion does not cover one of the two parties involved, a review of the matter may be requested and the decision is taken by the Assembly of the FWSD Department. It may recommend that the matter be reviewed or that the complaint not be reviewed.

**Stage 6 : Possible review** – In the event that the Department Assembly proposes the review of the complaint or objection, this is carried out by another body of the Department or the University.

**Stage 7 : Final resolution** – Achieving a solution in each of the above stages.



### 3. FORM FOR SUBMISSION OF COMPLAINTS AND OBJECTIONS

To : Secretariat of FWSD Department

Date :

Protocol Number :

The Department of Forestry, Wood Sciences and Design, in the context of the student-centered educational process and the ongoing effort to improve the services offered to students, provides the opportunity to express any complaints, objections, comments and observations regarding quality issues of the educational services provided and serving students with the FWSD Department.

**STUDENT DETAILS (fill in capital letters)**

Full Name : \_\_\_\_\_

Student's Registration Number : \_\_\_\_\_

Year of studies: \_\_\_\_\_

Contact info :

Address : \_\_\_\_\_

Telephone Number : \_\_\_\_\_

e-mail : \_\_\_\_\_

The complaint you are making is about a subject:

Student

Studies

Student Meals

Student Accommodation

Work

Other  Please clarify \_\_\_\_\_

Please state clearly, objectively and briefly the problem you encountered or your complaint regarding the services offered (educational, administrative, research and other)

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\_\_\_\_\_

Karditsa,  
 The applicant

Signature

*I declare that I expressly and unconditionally consent to the processing of my personal data exclusively for the purpose of managing the specific complaint*   
*Any inaccuracy renders my application inadmissible and will not be considered further.*