



HELLENIC REPUBLIC

**National and Kapodistrian
University of Athens**

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**Foreign Language Undergraduate Study Program «Medical
Degree» School of Medicine
National and Kapodistrian University of Athens**

**ΞΙ4.2 Regulation on the Management of Student Complaints and
Appeals**

Regulation on the Management of Student Complaints and Appeals

Foreign Language Undergraduate Study Program “Medical Degree”

School of Medicine

National and Kapodistrian University of Athens

The present Regulation of the Foreign Language Undergraduate Study Program “Medical Degree” was approved by the Program Committee at its session held on 28 May 2026.

Article 1: Purpose

This Regulation aims to establish a clear, transparent, reliable, and fully documented framework for the management of complaints, appeals, and suggestions submitted by students of the Undergraduate Program in a Foreign Language (UPFL) “Medical Degree”, in full alignment with the Internal Quality Assurance System (IQAS) of the National and Kapodistrian University of Athens (NKUA), the ESG 2015 Standards, and the guidelines of the Hellenic Authority for Higher Education (HAHE). Through the prescribed procedures, the objective is, on the one hand, the fair, impartial, and effective handling of issues arising during studies, and on the other hand, the systematic use of student feedback for the continuous improvement of the quality of the Program.

Article 2: Scope of Application

The provisions of this Regulation apply to all enrolled students of the Program, regardless of year of study or mode of attendance, and cover any matter related to the educational process, assessment, administrative services, and the support structures provided. The Regulation concerns both individual and collective requests, provided that they are submitted in accordance with the prescribed procedures.

Article 3: Fundamental Principles

The management of complaints and appeals is governed by the principles of impartiality, equal treatment, transparency, accountability, good administration, and the protection of personal data. The Program Administration is committed to examining each request with due care, ensuring confidentiality for all parties involved and avoiding unjustified delays. Particular emphasis is placed on resolving disputes through dialogue and cooperation, with the aim of maintaining an academic environment of trust and respect. At the same time, students are expected to submit request clearly, with adequate documentation, and in a spirit of propriety and respect toward all parties involved.

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Article 4: Procedure for Submission and Handling of Complaints

The Program Administration adopts an approach that prioritizes the amicable settlement of disputes. Students are encouraged to initially address the directly involved instructor, their Academic Advisor, or a member of the administration, in order to explore the possibility of immediate resolution.

If the informal procedure does not yield a satisfactory outcome, students may proceed to a formal process. Requests may be submitted in writing either by email (medicen@uoa.gr) to the administrative support of the Program or by completing the designated form available on the online platform:

<https://medicen.uoa.gr/wp-content/uploads/2025/04/Student-Complaint-Form.pdf>

Each request is recorded in the official Register of Complaints and Appeals, assigned a protocol number, and forwarded to the competent body for review, depending on the nature of the matter: either the Program Director or the Program Studies Committee. The competent body examines the request, may request additional information, and issues a fully reasoned decision within the prescribed timeframe. The decision is communicated in writing to the student by the Program’s Administrative Support Office.

Article 5: Examination and Response to Complaints

Each submitted complaint is examined with consistency, objectivity, and proper documentation by the competent bodies of the Program.

A reasoned response is provided within a reasonable timeframe. The maximum time for the first official response is set at twenty (20) calendar days from the date of protocol registration, unless the nature of the issue requires further investigation.

In cases of increased complexity, additional information may be requested, or the matter may be referred to the Program Committee or another competent body of the Institution.

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Article 6: Appeals Procedure

Students retain the right to submit an appeal against decisions affecting them, particularly in matters of assessment or administrative nature. Appeals are submitted in writing within a specified timeframe and are examined by the competent academic or administrative bodies, in accordance with the applicable provisions.

The final decision is communicated to the interested party with clear justification and reference to any further available administrative procedures, where applicable.

Article 7: Evaluation of Courses and Services

A key tool for improving the quality of the Program is the systematic evaluation by students.

In this context, anonymous evaluations of courses, instructors, and provided services are conducted on a regular basis.

The results are analyzed by the Administration, the Internal Evaluation Group (OMEA), and the relevant quality bodies, and are taken into account in the planning of corrective actions and the continuous upgrading of the educational work.

This process enhances participation and contributes to the development of a dynamic and high-quality academic environment.

Article 8: Role of the Administration

The Program Administration is responsible for the proper implementation of this Regulation, informing students about the available procedures, and monitoring their effectiveness. At the same time, it promotes a culture of dialogue and trust, encouraging the active participation of students in the improvement of the Program. On an annual basis, a consolidated report is prepared including quantitative and qualitative data (number of complaints, response time, resolution rate, main categories of issues), which is used for quality assurance purposes.

Article 9: Final Provisions

This Regulation enters into force upon approval by the competent bodies of the Institution and is published on the official website of the Program. It is subject to periodic revision in order to respond to the evolving needs of the academic community, the requirements of external evaluation, and applicable quality assurance standards.

Any revision is approved by the competent collective bodies of the Program and the Institution.