

IONIAN UNIVERSITY
FACULTY OF INFORMATION SCIENCE AND INFORMATICS



**DEPARTMENT OF DIGITAL MEDIA
AND COMMUNICATION**

Postgraduate Studies Programme

“New Media Communication and Digital Marketing”

**Regulations for the Operation of the Student
Complaints and Objections Management
Mechanism**

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1. Introduction

In the context of strengthening the student-centered educational process, as well as the principles of transparency and accountability, a clear complaint and objection management mechanism has been adopted by the Department of Digital Media and Communication. This specific procedure concerns all complaints related to the quality of the educational and administrative services provided by the Department. In the following we refer in more detail to this mechanism, organizing the procedures into those that take place within the Department and those that take place outside the Department, and more specifically to services of the Ionian University.

2. Management of complaints within the Department

For cases mainly related to grading and/or exam issues, students can submit their complaint in the following two ways:

- By name, by completing and submitting the "Complaint Submission Form", which is presented in the Appendix of this regulation. This form can be submitted either by post or in person to the Department Secretariat, which ensures that it reaches the Department President and the Director of the PSP.
- Anonymously, by electronically completing the relevant form available for this purpose on the Department's website. The content of the e-mail is communicated to the Head of Department and the Director of the PSP.

In any case, the Head of the Department / PSP Director examines the student's complaint, together with any additional material, and takes the appropriate actions. In the case of a registered complaint, within a period of 20 days, the student is duly informed of the actions that have been taken and the general handling since the complaint was submitted, as well as of any decisions of the relevant administrative body.

It is worth mentioning at this point that complaints, remarks and suggestions for improving the functioning of the Department / PSP can be submitted by students through the course evaluation mechanism. More specifically, through a series of questions, students evaluate each semester the courses they attend, anonymously. The results of the assessment are fed back to the teaching staff of the Department / PSP in order to improve any errors or omissions.

3. Management of complaints within the Institution

In some cases, a complaint may be more appropriate to be dealt with by a body of the Ionian University rather than the Department / PSP. In this case, students can contact the following institutions:

- Student Ombudsman: Students who wish to do so can address the student ombudsman either electronically, by sending an email to synigoros.foititi@ionio.gr, or by submitting a letter to the Institution's Central Protocol. The Student Ombudsman:
 - Mediates between students and professors or administrative services of the Institution and generally ensures the observance of legality in student matters always in the context of academic freedom and the orderly operation of the Institution.
 - Has no authority in matters of exams and students' grades.
 - Investigates cases ex officio or following a student report and mediates with the Institution's competent bodies for their resolution.
 - Can request from the services of the Institution any information, document or other evidence on the case, examine persons, perform an autopsy and order an expert opinion. If he finds that in a specific case the legality is not observed, that there are

phenomena of maladministration or that the proper functioning of the Institution is disturbed, he draws up a findings report which he shares with the professor concerned or the competent administrative department and the student who submitted the petition, and mediates with every convenient way to solve the problem.

- He may, by his own act, file a complaint report that is clearly vague, unfounded or unsupported, while in the event that he considers that there are indications of a disciplinary offense, he forwards the case to the competent disciplinary body.
- Gender Equality Committee: In any case where a student feels that he/she is being discriminated against because of his/her gender, or experiences sexist or harassing behavior, then he/she can contact the Gender Equality Committee of the Ionian University. The e-mail address of the committee is isotita@ionio.gr. In more detail, the responsibilities of the Committee are :
 - prepares action plans to promote and ensure substantial equality in the educational, research and administrative processes of the Institution and prepares an annual report, which it submits to the Senate,
 - recommends to the competent bodies measures to promote equality and combat sexism,
 - provides information and training to members of the academic community on issues related to gender and equality,
 - provides mediation services in cases of complaints of discriminatory treatment or harassing behavior,
 - promotes the preparation of P.S.P. and the conduction of seminars and lectures focusing on gender studies,
 - promotes the preparation of studies and research on issues related to its field of competence,
 - provides assistance to victims of discrimination when they report discriminatory treatment. With the internal Regulation of the Institution the matters of support for victims of discrimination by the Committee are regulated in particular.
- Research Ethics and Deontology Committee: In cases where a (postgraduate) student feels that he/she has a complaint related to a research topic or related to a research program, then he/she can address this Committee. In more detail, the Research Ethics and Deontology Committee (REDC) is established and operates in every Higher Education Institution with the aim of providing a moral and ethical guarantee of the reliability of research projects which are held at Universities. The REDC checks whether a research project is carried out with respect for the value of human beings, the autonomy of the persons involved, their privacy and personal data, as well as the natural and cultural environment. The Committee also validates compliance with the generally accepted principles of research integrity and the criteria of good scientific practice.

Appendix: Complaint Submission Form

The form starts at the top of the next page.

