



**NATIONAL TECHNICAL UNIVERSITY OF ATHENS**

**SCHOOL OF ELECTRICAL AND COMPUTER ENGINEERING**

**SCHOOL OF MECHANICAL ENGINEERING**

**INTERDISCIPLINARY POSTGRADUATE PROGRAMME**

**“TRANSLATIONAL ENGINEERING IN HEALTH AND MEDICINE”**

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**REGULATION FOR THE OPERATION OF STUDENT COMPLAINTS AND GRIEVANCIES  
MECHANISM**

## **Article 1**

### **Competent Bodies for the Management of Complaints and Grievances**

With regards to the issues of student complaints and grievances, the competent bodies for the investigation and settlement of the issues on the level of Postgraduate Studies are:

- (a) The Director of the MSc Program,
- (b) The Secretariat of the MSc Program, and
- (c) The Program Studies Committee (PSC) of the MSc Program.

Regarding the management of the complaints and grievances of postgraduate students, the aforementioned competent bodies are committed to adhere to the policy for the personal data protection of NTUA which is posted on: <https://www.ntua.gr/en/dpo>

The competent bodies, with the Program Studies Committee (PSC) prevailing, ensure that the data of the complaints and grievances management of postgraduate students are available for investigation by the bodies assessing the operation of the MSc, while simultaneously secure the protection and confidentiality of the personal data of the complainants.

## **Article 2**

### **Procedure of Submission of Complaints and Grievances**

In the context of the student-centered educational process, the postgraduate student can submit any complaints about the quality of the educational and administrative services offered by the MSc TEAM both in verbal form, during the dates and hours of front-office services of the Secretariat or by appointment with the Director of the program, and in written form by submitting a written request to the Secretariat.

In the case of complaints or grievances submitted in verbal form, the Director of the MSc program ensures that he/she is informed in detail on the nature and content of the complaint.

For the submission of the complaint in written form, the complainant can secure the form “General Interest Form” in the section “Forms” on the MSc TEAM website. This can be used by the postgraduate student to report any issues/complaints, under the condition that the issue/complaint is written with brevity, clarity, and objectivity, in order to be fully understood by the competent institutional bodies.

The Secretariat receives and registers the form which is then forwarded to the Director of the MSc program and the PSC for further action.

## **Article 3**

### **Procedure of Resolution of Complaints and Grievances**

The Director of the MSc prepares the issue and brings it up for discussion at the next meeting of the PSC's, making his/her recommendation. The objective of the discussion of the PSC is to propose and take concrete steps to address the issue.

In the case that the graduate student deems, even after the opinion of the PSC, that his/her complaint has not been resolved, he/she can direct their issue to the competent bodies on institutional level (Senate, Rector). The Regulation of the Institution defines the specific conditions and procedure on the latter.

## **Article 4**

### **Consulting on the Management of Submitting a Complaint**

As part of the process of submitting and documenting any complaints regarding the quality of the educational and administrative services offered by the MSc program, postgraduate students can ask for advice and support from:

- (a) The academic counselor,
- (b) The Student Support Office of NTUA,
- (c) The Student Advocacy Office of NTUA.