

Regulation on the Operation of the Complaints and Appeals Management

Mechanism

The Department of Law of the Aristotle University of Thessaloniki, aiming to strengthen the student-centered educational process in transparent ways, provides the students of the department with the possibility of submitting potential complaints or objections. Students throughout their studies are encouraged to contact the administrative bodies of the department when they find that the quality of the educational and administrative services provided by the department is, in their opinion, not satisfactory and needs improvement. At the same time, they have the possibility to express in writing any event that has come to their attention and endangers the values and ideals of respect and dignity that the department stands for.

For matters other than exams and grades, each student can verbally express his complaint or objection to the respective Academic Advisor. The Academic Advisor examines the content of the document and either informs the student proposing solutions or forwards the request, for further actions and decisions to the department meeting.

Complaints are registered by students by filling out the form entitled "Complaint Submission Form". The form, once completed, is sent electronically to the department's secretariat, to the email address info@law.auth.gr. The secretariat then receives and assigns a protocol number to the document, forwarding it directly to the President of the Law Department.

The President of the Law Department, depending on the content and subject of the objection or complaint, either resolves the issue himself and informs the student or, if this is not possible, informs the department assembly.

The department assembly, having been informed by the Department President, undertakes the investigation of the request, may resolve the issue communicated to it by the department president and inform the student in writing. The departmental assembly, having investigated the student's request, addresses the legal department of the university, when it finds that the complaint or objection requires immediate legal action. The legal department of the university informs the student of the responsibilities he has assumed.