



IONIAN UNIVERSITY
SCHOOL OF HUMANITIES
DEPARTMENT OF HISTORY

Rules for the Operation of the Student Complaints and Grievances Management Mechanism for the MA in Adriatic Studies

The adoption of a regulation for the handling of complaints and objections of students of the MA in ADRIATIC STUDIES – THE ADRIATIC: REGIONALITY, TERRITORIALITY, MOBILITY (14th -18th CENTURIES) is part of the quality policy of the MA with the aim of treating all those involved in the educational process with respect. To this end, a procedure for the submission and management of student complaints is provided in order to ensure the smooth study of students and to safeguard the prestige of the MA. This procedure concerns the quality of the educational and administrative services provided by the MA.

Article 1: Definitions

Complaint: the expression of dissatisfaction on the part of the student, due to a failure to meet his/her expectations, regarding the qualitative and quantitative level of the services provided by the MA in Adriatic Studies.

Objection: the expression of objections or reservations on the part of the student regarding the pending or problematic resolution of an issue/problem for which solutions have already been proposed.

Article 2: Purpose

The grievance management policy aims to resolve a disagreement or problem, such as:

- disagreement on matters of study and attendance,
- inappropriate behaviour by a member of academic or administrative staff,
- inadequate guidance of students by a member of academic or administrative staff.

Article 3: Scope of application

Students are required to study the study regulations and the general rules of the MA in order to know both their rights and obligations. They should also contact their Academic Advisor for guidance and support on issues of concern related to their studies and attendance.

Students may submit a verbal or written complaint when an action or decision by a

member of the MA or a collegiate body is not in accordance with:

- the regulations of study and attendance,
- the Code of Conduct and/or the procedures laid down concerning the academic teaching and research,
- the protection of intellectual property and copyright,
- appropriate work conduct,
- equality and the fight against harassment and sexual harassment.

Article 4: Complaints handling

In all cases, the submission of a complaint should not be a knee-jerk reaction to any unmet request by a student. Good-natured discussion and a willingness to resolve a problem interpersonally are basic principles of the academic operation of the MA, which must be followed before an identified problem becomes a complaint.

Stage 1: Direct Resolution

APPROACH: examination of the student's complaint/problem by a member of the MA. The student reports the problem/complaint to the lecturer in charge or the course tutor or a member of administrative staff (secretariat) depending on the nature of the complaint. The member of the MA staff examines the problem/complaint in collaboration with the student and proposes a solution.

If, after the direct resolution process is completed, the student objects to the proposed resolution or the problem persists, the student may submit the complaint in writing to the Academic Advisor within 30 days of the date the problem occurred.

Stage 2: Formal Resolution DISCUSSION. Academic Advisor.

The Academic Advisor reviews the problem/complaint with the student and proposes a solution. The Academic Advisor, at his/her discretion, will also contact other members of the MA in order to seek their assistance, as is their duty, in resolving the problem.

ADMINISTRATIVE EXAMINATION: Consideration of the student's complaint/problem by the Director of the MA.

In cases where, after the mediation process of the Academic Advisor has been completed, the student objects to the proposed resolution or the problem remains, then the student may submit his/her complaint in writing to the Secretariat, addressed to the Director of the MA, using the specific COMPLAINT SUBMISSION FORM, which is available digitally on the MA website, indicating, among other things, the hearing and mediation process followed.

The Director of the MA shall take the necessary steps to examine/investigate the problem. He/she may, depending on the nature of the problem, invite the student to a hearing and request the assistance of any member or institution of the MA or refer the problem/complaint to the Complaints and Objections Resolution Board, which is composed of the members of the Steering Committee of the MA Adriatic Studies and two (2) students of the MA. When the Director of the MA refers the problem/complaint to the Complaints and Complaints Resolution Board, the decision is final, and the student cannot submit an appeal and use the third stage of this procedure.

Within a reasonable period of time and depending on the nature of the problem and the urgency of the matter, the student will be duly informed of the outcome of the actions taken and the decisions taken in relation to the problem/complaint.

Stage 3: Objection and Final Review of the problem/complaint

COMPLAINT: Review of the problem/complaint by the Complaints and Grievance Resolution Board.

In cases where, after the administrative review process of the problem/complaint is completed, the student objects to the proposed resolution or the problem remains, then the student may resubmit the complaint in writing to the Grievance and Complaint Resolution Board, via protocol, using the specific COMPLAINT SUBMISSION FORM, indicating, among other things, the hearing, mediation and administrative review process followed. In cases where the Director of the MA has already requested the assistance of the Complaints and Objections Resolution Board at the Administrative Review stage, the student may not submit an objection and may use this step of the procedure.

The decision taken by the Complaints and Appeals Resolution Board is final.

FORM FOR LODGING COMPLAINTS AND/OR OBJECTIONS

To: the Secretariat of the MA Adriatic Studies No. of origin:

Name: Registration Number:

..... Semester of Study:

Residence Address:

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Phone/mobile:

E-mail (required field):

Subject of complaint:

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Please state briefly and clearly the problem you have encountered or your complaint about the services offered (educational, administrative, etc.), or your complaint.

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I declare that I expressly and unreservedly consent to the processing of my personal data for the purpose of administering this protest.
Attached are additional documents relating to this matter.

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The Applicant.....
Any inaccuracy renders the statement inadmissible and will not be considered further.