



Regulation on the Management of Complaints and Objections by Learners of the Training and Lifelong Learning Center (K.E.DI.VI.M.) of the University of West Attica

Article 1: Introduction

The basic principle governing the operation of the programs implemented by the Training and Lifelong Learning Center (K.E.DI.VI.M.) of the University of West Attica (UNIWA) is the equal and fair treatment of all learners. In the context of enhancing the educational process and the principles of accountability, this regulation for managing complaints and objections by learners of the programs run by K.E.DI.VI.M. is established, addressing academic and administrative issues that may arise during the implementation of the Center's programs.

Article 2: Purpose

The purpose of this Regulation is the effective and timely handling of any complaints or objections submitted by the learners of the programs implemented by K.E.DI.VI.M., and the continuous improvement of the quality of the educational and administrative services provided. Furthermore, the Regulation aims to establish a systematic framework that promotes respect for learners' rights and fosters a climate of trust among all those involved in the educational process concerning the services offered, based on the principles of transparency, integrity, and accountability.

Article 3: Definitions

For the purposes of this Regulation, the following definitions are adopted:

- a) **Complaint** is defined as the expression of dissatisfaction by a learner regarding services provided to them during the implementation of K.E.DI.VI.M. programs.
- b) **Objection** is defined as the statement of disagreement by a learner concerning the issue they raised, which they believe was not properly resolved or addressed, after previously submitting it as a complaint.

Article 4: Scope of Application

This Regulation applies to complaints/objections by learners which may relate to, but are not limited to, the following:

- Issues of behavior and/or insufficient information from teaching/administrative staff.
- Teaching and support processes provided by teaching staff.
- Administrative support procedures for the programs.
- Access (physical or electronic) to services provided by the programs.
- Use of facilities and infrastructure.
- Intellectual property and copyright issues.
- Equality and harassment prevention issues.

Article 5: Conditions for Submitting Complaints/Objections

Learners are required to study the K.E.DI.VI.M. Study Regulations, available on the Center's website (<https://kedivim.uniwa.gr/>), to understand their rights and obligations.

To be accepted, complaints and/or objections must:

1. Have a concise and clear description.
2. Not contain false, defamatory, or abusive content.
3. Be submitted as soon as possible from the date the issue arose, and in any case, no later than twenty (20) calendar days.
4. Be submitted with a name. If a learner wishes to remain anonymous, this is possible if: a) the submission is appropriately marked, and b) the issue can be investigated without revealing the learner's personal details.

Article 6: Submission and Management of Complaints/Objections

6.1: Complaint Submission Process

A learner who wishes to submit a complaint completes the online submission form available on the K.E.DI.VI.M. website (<https://kedivim.uniwa.gr/>), which corresponds to the Appendix of this Regulation.

All fields of the online form must be completed. In the selection field for either complaint or objection, the option "Complaint" should be marked. If the learner wishes to remain anonymous, they should select the appropriate option in the form, allowing them to skip the personal details section.

If the learner wishes to attach documents related to the issue, they can upload them by selecting the appropriate field. In this case, the documents should be scanned and attached in .pdf format, with a maximum total size of 10 MB for all files submitted.

6.2: Routing and Management of Complaints

Upon submission, the complaint is automatically routed to the email address complaints-kediv@uniwa.gr, which is accessible by: a) the Director of Training and Lifelong Learning at K.E.DI.VI.M. and b) the Head of the Department and staff of the Program and Educational Material Management Department of K.E.DI.VI.M. If the staff of the Program and Educational Material Management Department discovers that the learner mistakenly selected "Objection" instead of "Complaint," they will send an email informing the learner that their request will be processed as a complaint. The Director of Training and Lifelong Learning Center initially evaluates the complaint, which is either managed for resolution by themselves or, upon their direction, is routed by the staff of the Program and Educational Material Management Department of K.E.DI.VI.M., as follows:

1. To the email address of the Scientific Supervisor of the specific Program related to the complaint.
2. To the relevant administrative service (Department) of K.E.DI.VI.M.

If the complaint is forwarded to the Scientific Supervisor of the Program or the relevant administrative service (Department) of K.E.DI.VI.M., any response to the learner must be copied to complaints-kediv@uniwa.gr within twenty (20) calendar days from the date the complaint was

submitted. If the issue cannot be resolved by the recipients mentioned, they will send a related update and any additional materials to the email address complaints-kediv@uniwa.gr . In this case, the Director of Training and Lifelong Learning will assess whether, with the help of the additional materials, they can resolve the issue themselves or if the matter requires informing the K.E.DI.VI.M. Council. If the issue is discussed by the Council, a final decision is made by this body. In any case, within a reasonable time and depending on the nature of the complaint, the learner should be notified in writing (via email) of the outcome of the actions taken, and the related decision, if any, regarding the issue should be communicated to them. The maximum response time to the learner, regardless of the resolution process followed, is sixty (60) calendar days from the date the complaint was submitted.

6.3: Objection and Re-examination of Complaints

After submitting a complaint, and if it has not already been discussed in a session of the K.E.DI.VI.M. Council, the learner has the right to submit an objection if they believe that their issue has not been resolved or the resolution was problematic. Objections are submitted through the same online form used for complaints (Article 6.1). In the selection field for either complaint or objection, the option "Objection" should be marked. The objection is reviewed by the Council, and the decision taken is final. This decision is communicated in writing (via email) to the learner within a reasonable time and, in any case, no later than sixty (60) calendar days from the date the objection was submitted.

Article 7: Keeping Records of Complaints/Objections – Confidentiality

All complaints/objections, decisions regarding their resolution, and other related documentation are kept on file by the Program and Educational Material Management Department of K.E.DI.VI.M. This file is maintained with confidentiality, and those with access to it are required to handle all information with the utmost confidentiality. Measures will be taken to protect the privacy of the learners and any other parties involved in complaints/objections. K.E.DI.VI.M. is committed to following the Center's Data Protection and Security Policy, which is available on the following link:

[DATA PROTECTION & SECURITY POLICY \(uniwa.gr\)](#)

Article 8: Final Provisions

This regulation takes effect from the date of its approval by the K.E.DI.VI.M. Council and is valid for three (3) years. After this period, it will be reviewed by the Council of the Center. During the first three years, it is possible to amend individual articles following a justified proposal by the Director of Training and Lifelong Learning Center.