



ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΑΤΡΩΝ
UNIVERSITY OF PATRAS



UNIVERSITY
of NICOSIA

**SCHOOL OF ECONOMICS AND BUSINESS
DEPARTMENT OF TOURISM MANAGEMENT
UNIVERSITY OF PATRAS
In cooperation with the University of Nicosia**

MSc. in “Hospitality and Services Management”

Annex D4.3
Complaints Management

January, 2026

DECISION OF THE COORDINATING BODY

OF THE JOINT POSTGRADUATE STUDY PROGRAMME OF THE UNIVERSITY OF NICOSIA AND THE UNIVERSITY OF PATRAS “HOSPITALITY AND SERVICES MANAGEMENT” REGARDING THE MANAGEMENT OF COMPLAINTS AND UNFORESEEN REQUESTS SUBMITTED BY STUDENTS DURING THE COURSES, THE MASTER’S THESIS AND THE Internship.

The Steering Committee is responsible for the management and resolution of matters raised by students of the Programme, such as complaints, requests, or other unforeseen issues.

For the first two semesters of study, during which the taught courses are delivered, as well as for the Master’s Thesis offered in the third semester, the procedures provided by the University of Nicosia shall apply.

During the third semester, in which the Internship is implemented under the responsibility of the University of Patras, and due to the specific nature of its in-person delivery, the Steering Committee Body, following consultation with the academic coordinators and the involved stakeholders, has established a Special Regulation governing the Internship. This Regulation, which may be amended or updated by decision of the Coordinating Body, is communicated to all students and aims to ensure the smooth operation of the Programme, the fair handling of issues and complaints, and the quality of studies during the third semester of the Joint Postgraduate Study Programme.

REGULATIONS FOR THE MANAGEMENT OF COMPLAINTS AND UNFORESEEN REQUESTS OF STUDENTS DURING THE PREPARATION OF THE THESIS AND THE INTERNSHIP

An oral and/or written complaint may be submitted when an action or decision taken by a member of staff or by a collective body of the University is not in accordance with:

1. **The Rules and Regulations for Studies and Attendance**
2. **The Codes of Ethics and/or relevant Departmental Policies** concerning:
 - Research
 - Acceptable Use of Information and Communication Technology Services and Systems
 - Intellectual Property and Copyright
 - Personal Data Protection
 - Workplace Conduct
 - Equality and the elimination of discrimination
 - Prevention of Harassment and Sexual Harassment
3. **Any other policy/regulation/rule and/or circular** governing the operation of the University and relating to teaching and student attendance.

Students are required to study the above Rules, Regulations and Codes in order to be aware of their rights and obligations during their studies at the University of Patras.

Students are also required to address their Academic Advisor for guidance and support on matters that concern them and relate to or affect their studies and attendance. Academic Advisors shall respond promptly to relevant student requests.

Procedure During Internship

During the implementation of the Internship, any issues that are not covered by the Internship Guide and Regulations and are raised by students (such as complaints or unforeseen requests) shall be addressed according to the following procedure:

1. The student shall report the issue either through the Internship Advisors (if the issue does not directly concern them) or directly to the Internship Coordinator of the University of Patras. Communication is carried out via the student's official university email account.
2. The Internship Advisor shall inform the Internship Coordinator if the issue cannot be resolved directly. The Internship Coordinator shall examine the matter and act depending on its nature, as follows:
 - If it can be addressed immediately, the Coordinator resolves it and informs the student in writing.
 - If cooperation is required, the Coordinator examines the matter jointly with the Internship Advisors and proceeds to a joint resolution.
 - If the matter cannot be resolved through the above means, it is referred to the Three-Member Coordinating Body of the Programme, which examines the issue, issues a decision, and informs the student accordingly.
3. If the student is not satisfied with the resolution:
 - If the issue was handled by the Scientific Coordinator, the student may submit an appeal to the Three-Member Coordinating Body, which examines the matter and issues a final decision.
 - If the decision was issued by the Steering Committee, the student may address the Vice-Rectors for Academic Affairs of the two Universities, who jointly decide and inform the student accordingly.
 - If the matter cannot be resolved, or if the student chooses not to refer the complaint to the bodies of the Joint Programme, the student may contact the "Student Ombudsman" Office of the University of Patras (<https://synigorosfoititi.upatras.gr/>), which mediates between students and the University's institutional bodies in cases of disputes or complaints.

The Student Ombudsman Office has no jurisdiction in matters related to examinations or grading, as explicitly provided by law.

Steering committee

Complain Submission Forms

To the Coordinating Body

Doc. Reference No (to be completed by the recipient):

Full Name:

Student Registration Number or ID Number:

Year of Study:

Telephone:

Mobile Telephone:

e-mail:

Subject of Complaint

(Mark X in the relevant lie)

Teaching	
Research	
Personal data protection	
Equality and prevention of discrimination	
Acceptable use of information and communication technology services and systems	
Intellectual property and copyright	
Workplace conduct	
Prevention of harassment and sexual harassment	

Please briefly state your issue or complaint:

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	<i>I hereby expressly and unreservedly consent to the processing of my personal data for the purpose of handling my complaint.</i>
	<i>Additional documents related to the matter are attached.</i>

Date / /

Applicant's Signature _____