



**ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΕΛΟΠΟΝΝΗΣΟΥ**
University of the Peloponnese

DEPARTMENT OF THEATRE STUDIES

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MA PROGRAMME

Theatre, Education, Society

A13

Complaints-Handling Procedure

Nafplion, 2025



MA Programme “Theatre, Education, Society”:

Complaints-Handling Procedure

(approved by Department Assembly decision No 114/13.11.2024)

1. Introduction

- The procedure covers every complaint or concern raised by MA students (MAs) about the quality of academic or administrative services provided by the Department of Theatre Studies (DTS).
- Responsibility for implementation rests with the Department Assembly; the Student Ombudsperson becomes involved when required.
- An archive of complaints will be kept and reviewed annually by the Assembly, with special attention to recurring issues.
- The full text of the regulation is published on the DTS website: <https://ts.uop.gr/kanonismos-ypobolis-paraponon>

2. Initial hearing by Academic Advisor or Departmental Gender-Equality Representative

- The MA student meets the Academic Advisor, who discusses the matter and proposes solutions.
- If the issue involves harassment or discrimination linked to gender or sexual identity, the MA may contact the Departmental Representative of the University's Gender Equality Committee, who can raise the matter—confidentially—either directly with the Institutional Committee or with the Department Assembly.

3. Submission to the Department Assembly

- Referral – The Academic Advisor may refer the MA to the Assembly.
- Complaint Form – The MA completes the official form (electronic or paper) and submits it to the Department Secretariat, which forwards all documents to the Assembly.
- Notification of decision – Within roughly 20 days the Secretariat informs the MA of the actions taken and the Assembly's decision.
- Request for reconsideration – If unsatisfied, the MA may request a review. The Assembly decides whether the case will be re-examined.



- Review by a competent governing body – The designated body (within the Department or the University) re-examines the complaint.
- Final notification – The MA is informed of the outcome after review.
- Repeated examination failure – When a complaint concerns repeated failure in final or resit examinations, the law mandates assessment by a three-member faculty committee (excluding the original examiner) appointed by the Dean.

4. Online evaluation

- Anonymous electronic evaluation remains a core channel for MAs to comment on teaching, staff, and services.

5. Request to the Student Union

- MAs may submit complaints or requests to the elected Student Union, whose representatives relay them to the Department Chair and the Assembly.

6. Request to the Student Ombudsperson

- The University of the Peloponnese maintains a Student Ombudsperson (<https://synigoros.uop.gr/>) to whom MAs may turn for matters within the Ombudsperson's remit, excluding grading and examination issues that can be resolved at Department level.
- The Ombudsperson's duties include:
 - ⇒ Investigating reported breaches of university legislation or ethics.
 - ⇒ Examining student requests concerning problems with academic or administrative services and seeking solutions.
 - ⇒ Facilitating communication between students and governing bodies.
 - ⇒ Informing students about their rights and obligations as members of the University community.