

New Master's Programme (MSc)
“Evidence-Based Physiotherapy Management of
the Musculoskeletal Patient”

Department of Physiotherapy
School of Health Sciences

A13. MSc Student Complaints & Appeals
Mechanism — English Summary

August 2025

MSc Student Complaints & Appeals Mechanism — English Summary

International Hellenic University (IHU) — School of Health Sciences, MSc "Evidence-Based Physiotherapy Management of Musculoskeletal Patient"

Note / Disclaimer: This is an English summary provided for informational purposes. The full official Greek text is included in the document (A13) and prevails in case of discrepancies. The file also reproduces Article 52 of IHU's Internal Regulation (Gov. Gazette B' 4889/06.11.2020) and the relevant decision of the IHU Governing Committee.

Purpose & Basis

The mechanism addresses complaints and appeals submitted by current students of the Department of Physiotherapy, aiming at fair and timely resolution of study-related disagreements or problems. It is grounded in the IHU MSc Regulations and the Student Advocate (Ombudsperson) institution as set out in Article 52 of the Internal Regulation.

Scope (When a Complaint Applies)

A verbal and/or written complaint may be submitted when an action or decision by a staff member or collective body of the Department appears inconsistent with: Study & Attendance Rules; Codes and Policies on teaching and research; acceptable use of IT systems; intellectual property and copyrights; personal data protection; research-oriented postgraduate study; workplace conduct; equality and anti-discrimination; and prevention of harassment/sexual harassment; or other departmental rules/circulars affecting teaching and study. Students are expected to be familiar with these rules and to seek guidance from their Academic Advisor.

Thematic areas where complaints may arise:

- A. Academic matters (teaching/labs, feedback/communication with instructors/supervisors, examinations).
- B. Student services & campus life (student welfare/registrations/exam schedules/housing/financial aid; departmental Secretariat; facilities; international mobility; library; employment matters; health & safety; physical & electronic access).
- C. Harassment & Sexual Harassment.

Important note: Certain issues are handled exclusively by the dedicated institutional procedures (not by this mechanism): automatic termination of studies; residence-hall housing; course grading; harassment & sexual harassment.

How to Submit — Three-Stage Process

Stage 1 — Direct Resolution (informal)

- The student, ideally after consulting the Academic Advisor, contacts the relevant person directly to seek a resolution.
- Time limit: submit the complaint within 30 days from when the issue arose.
- A complaint may also be submitted via student representatives.

Stage 2 — Formal Resolution

If unresolved, the student files a written complaint within 30 days:

1. To the Department Chair for category A issues (academic).
2. To the Heads of University Services for category B issues (student services); such complaints may also be filed via the Department Chair.

Process guarantees:

- The form is recorded by the Chair/Head.
- The student is updated within 10 working days on the request's progress.
- The Chair/Head investigates and informs the student of the outcome within a reasonable time, considering the nature/urgency of the case.

Stage 3 — Appeal & Final Review

If the student still contests the decision, they may submit a written appeal to the Vice-Rector for Academic Affairs for re-examination. The resulting decision is final.

Special note for this MSc

No separate, programme-specific complaints regulation has been approved for this MSc. The Institutional Regulation of IHU (Article 52) applies to all MSc programmes, including this one.