
Complaints and objections management policy

For complaints related to academic issues, students usually turn to the lecturers. It is clarified that for suspension/extensions students apply in writing and their requests are examined by the **Steering Committee of the LL.M.** which recommends the relevant proposals to the Faculty Assembly.

The faculty members of the LL.M. "INTERNATIONAL AND EUROPEAN LEGAL STUDIES" have specific consultation hours (which are announced at the beginning of each semester on the School's website) during which they can contact students for advice and solve their problems, while they can also advise students outside these hours in case of emergency. Students can also communicate with the teaching staff by e-mail and the lecturers generally respond to their queries within 24 hours.

In addition, students can fill in a **Complaint and Objections form** (attached) and send it to the **Director** and the **Steering Committee of the LL.M.** through the Secretariat.

If the decision is not satisfactory to the student, then the student may submit a request for redress to the **Faculty Assembly**.

In the context of the protection of students' personal data, the LLM archives and manages the information concerning their personal data (contact details, grades and other personal data) in accordance with the applicable legislation.

Finally, the institution of the "**Student Advocate**", which serves the entire Institution, should be noted. This institution is responsible for receiving student complaints about all aspects of student life at the University. The Student Advocate has no jurisdiction over student examinations and grades.

A faculty member of the Law School has been appointed as the Student Advocate, to whom all students of the Law School can address.

The present Regulations have been approved by the Steering Committee of the LLM (Ref. No. 3005/12.1.2024).



HELLENIC REPUBLIC

**National and Kapodistrian
University of Athens**

EST. 1837

LAW SCHOOL

POSTGRADUATE PROGRAMME

"INTERNATIONAL AND EUROPEAN LEGAL STUDIES"

Statement of Complaint and Objection

NAME:.....

REGISTRATION No.

ID:.....

Phone / Mobile:.....

e-mail.....

DESCRIBE YOUR COMPLAINT

I declare that I consent to the processing of my personal data by the LLM "International and European Legal Studies", for the purpose of processing my present protest.

Athens

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