



UNIVERSITY OF PIRAEUS
SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGIES
DEPARTMENT OF DIGITAL SYSTEMS

**Distance Learning Master of Science in
“Advanced Cybersecurity Technologies and Governance”**

**D4.3 Regulation for the Management of Students’ Complaints and
Appeals**

Piraeus, March 2026

Table of Contents

1	Introduction	4
2	Regulation for the Management of Students’ Complaints and Appeals of the distance learning M.Sc. “Advanced Cybersecurity Technologies and Governance”	5
2.1	Article 1- Introduction.....	5
2.2	Article 2- Applicability.....	5
2.3	Article 3 – Responsible Body for Implementation	5
2.4	Article 4 – Procedure for Resolving Student Requests/Complaints.....	5
2.4.1	A. Informal Resolution	5
2.4.2	B. Formal Resolution.....	6
2.5	Article 5 – Competent Bodies.....	6
2.6	Article 6 – Procedure for Reconsideration of the Request/Complaint	8
2.7	Article 7 – Procedure Implementation Timeline	8
2.8	Article 8 – Withdrawal of Request/Complaint	8
3	APPENDICES.....	9
3.1	APPENDIX A: Request/Complaint Submission Form	9
3.2	APPENDIX B: Student Request/Complaint Withdrawal Form	11

Acronyms

Acronym	Description
M.Sc. / MSc	Master of Science
C.E. / CE	Coordinating Committee
G.E.C. / GEC	Gender Equality Committee

1 Introduction

The Regulation for the Management of Students' Complaints and Appeals of the distance learning M.Sc. "Advanced Cybersecurity Technologies and Governance" was approved during the 6th Meeting of the Department's Assembly on 29/01/2026, for the academic year 2025–2026.

The Regulation is documented in the following paragraphs.

2 Regulation for the Management of Students' Complaints and Appeals of the distance learning M.Sc. "Advanced Cybersecurity Technologies and Governance"

2.1 Article 1- Introduction

The adoption of this regulation for the management of complaints and/or appeals by postgraduate students aims at the qualitative improvement of the M.Sc. operation, placing at its core the respect for all parties involved in the educational process and, above all, for its recipients, to whom the institution is accountable. In line with the principles of transparency and accountability, and in support of a student-centered educational approach, this Regulation has been developed to provide a detailed description of the process for handling student complaints/appeals, as well as the roles of the parties involved.

To this end, a mechanism for the submission and management of complaints by postgraduate students is established, with the aim of ensuring their satisfaction and at the same time safeguarding the Department's reputation.

2.2 Article 2- Applicability

This Regulation applies to all complaints and appeals related to the quality of the educational and administrative services provided by the M.Sc. Program.

2.3 Article 3 – Responsible Body for Implementation

The Committee for the Management of Complaints and Appeals has been designated as the body responsible for monitoring the proper implementation of the mechanism established for the submission and management of student complaints. Submission forms, decisions on resolution, and any related supporting documentation are stored in a designated and secure area within the Department Secretariat to ensure confidentiality. This material is used to support the continuous improvement of the services provided.

2.4 Article 4 – Procedure for Resolving Student Requests/Complaints

Before submitting any request or complaint, students are required to carefully review the Study Guide and the Regulation of the Postgraduate Program they are enrolled in, in order to clearly understand their rights and obligations.

2.4.1 A. Informal Resolution

If a problem arises, the Postgraduate Program encourages students to attempt to resolve any requests or complaints that may emerge during their studies promptly and directly with the person involved in the issue. This informal procedure allows for the matter to be addressed in the shortest possible time.

Within this framework, the student may raise the request or complaint directly with the relevant member of the Postgraduate Program (Faculty, Laboratory/Teaching Staff, Technical Staff, External Collaborator, or Secretariat), either verbally or via email and through discussion.

If no solution is reached during this informal resolution process, or if the student is not satisfied with the outcome, they may proceed to the formal resolution procedure described in the next step.

2.4.2 B. Formal Resolution

For the official submission of requests or complaints/appeals, the student must complete the "Request/Complaint Submission Form" (APPENDIX A: Request/Complaint Submission Form), where the issue should be described briefly, clearly, and objectively. The form is available both on the website of the Postgraduate Program and at the Secretariat.

After completing and signing the form, the student may either submit it in person to the Secretariat of the Department of Digital Systems or send it electronically to gramds@unipi.gr.

In either case, the request is received by the Committee for the Management of Complaints and Appeals, which first contacts the student to verify the submission.

The Committee then takes the necessary steps to review and investigate the issue, informing, where appropriate, the competent body mentioned in Article 5 of this Regulation, while ensuring the confidentiality and protection of the student's personal data. In the case of a complex issue, the student may be invited for a hearing in order to examine the matter more thoroughly, ensuring that the student is not exposed in any way until all required information or clarifications are obtained.

Within a reasonable period, depending on the nature of the request or complaint, the student will be informed of the actions taken and any decisions made by the Committee.

2.5 Article 5 – Competent Bodies

Depending on the nature or severity of the submitted request or complaint, the Committee for the Management of Complaints and Appeals may refer the case directly to one of the following bodies for appropriate handling, while informing the student accordingly:

- **The Director of the Postgraduate Program**

The Director is responsible for monitoring and implementing the decisions of the relevant governing bodies and ensuring compliance with the Internal Regulation of the Postgraduate Program.

- **The Coordinating Committee of the Postgraduate Program**

The Coordinating Committee (C.C.) is responsible for overseeing and coordinating the overall functioning of the Program.

- **The Department's Assembly**

The Department's Assembly is the body responsible for the general organization, administration, and management of the Postgraduate Program.

- **The Student Ombudsman**

The Student Ombudsman investigates cases either ex officio or following a well-substantiated report from a student and mediates with the competent bodies of the Institution to resolve them. The Ombudsman may request any information, documents, or evidence relevant to the case from the institution's services, examine individuals, conduct on-site inspections, and order expert evaluations.

If it is found that legality has not been observed — within the context of academic freedom — or that mismanagement has occurred, or if the smooth operation of the Institution is disrupted, the Ombudsman prepares a report, which is communicated to the academic staff member involved or to the relevant administrative service, as well as to the student who submitted the report, and mediates by any appropriate means to resolve the issue.

The Student Ombudsman may archive a report if it is deemed clearly vague, unfounded, or unsupported. In cases where indications of disciplinary misconduct are identified, the matter is forwarded to the appropriate disciplinary body in accordance with the Institution's Internal Regulations and applicable legislation. The Ombudsman does not have jurisdiction over matters related to student examinations and grading.

- **The Gender Equality Committee (G.E.C.)**

The Gender Equality Committee has the following responsibilities: a) It drafts action plans to promote and ensure substantive gender equality in the educational, research, and administrative processes of the Institution and prepares an annual report submitted to the Senate. b) It proposes measures to the competent bodies for promoting equality and combating sexism. c) It provides information and training to members of the academic community on gender and equality-related issues. d) It offers mediation services in cases of complaints involving discriminatory treatment or harassing behavior. e) It promotes the development of postgraduate programs, seminars, and lectures that focus on gender studies. f) It promotes the preparation of studies and research on issues within its scope of responsibility. g) It provides support to victims of discrimination when they report instances of unequal treatment.

- **The Legal Advisor of the University of Piraeus**

The Legal Advisor holds general and specific supervisory responsibility over the operation of the University's Legal Service and the resolution of all types of legal matters. The Advisor provides legal opinions, assisted by the University's lawyer, and represents the Institution before any Court or Authority when deemed necessary or upon specific instruction from the Rector.

During the above process (and at any stage thereof) the student may also directly address any of the aforementioned bodies.

2.6 Article 6 – Procedure for Reconsideration of the Request/Complaint

If the decision issued through the aforementioned procedure, regarding the submitted request or complaint, does not satisfy the student, she/he may submit a new request for the reconsideration of the original request or complaint.

The reconsideration request, along with the initial decision and all supporting documentation, is forwarded to the Coordinating Committee of the Postgraduate Program. After reviewing the materials, the Committee may invite the student for a hearing to assist in resolving the issue. Taking all available information into account, the Coordinating Committee issues a decision to resolve the matter.

If the student still disagrees with the decision, they may request that the matter be examined by the Department's Assembly. The Assembly, after thoroughly reviewing all available documentation and the steps previously taken, issues a decision to resolve the case. The decision of the Department's Assembly is considered final and binding and is officially communicated to the student. In issuing its decision, the Assembly may request the support of the University's Legal Advisor.

2.7 Article 7 – Procedure Implementation Timeline

The time required to resolve a request or complaint may vary depending on the nature of the issue and the adequacy of the information available for its proper assessment. The Postgraduate Program encourages and makes every effort to resolve such matters informally and as promptly as possible. This approach allows for faster resolution of complaints and helps maintain the smooth operation of the Program.


Within a reasonable timeframe, the student is duly informed of the actions taken, the overall handling of their request, and any decisions made by the competent body as defined in [Article 5](#) (Section **Error! Reference source not found.**) of this Regulation.

2.8 Article 8 – Withdrawal of Request/Complaint

The student who has submitted an official request or complaint retains the right to withdraw it at any stage of the aforementioned procedure, by submitting a written request to the Committee for the Management of Complaints and Appeals (APPENDIX B: Student request/ Complaint Withdrawal Form).

3 APPENDICES

3.1 APPENDIX A: Request/Complaint Submission Form

 <p>UNIVERSITY OF PIRAEUS SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGIES DEPARTMENT OF DIGITAL SYSTEMS</p>
STUDENT REQUEST/COMPLAINT SUBMISSION FORM
<p>Postgraduate Program: <i>(select the program in which you are enrolled)</i></p> <p><input type="checkbox"/> M.Sc. in “Information Systems & Services”</p> <p><input type="checkbox"/> M.Sc. in “e-Learning”</p> <p><input type="checkbox"/> M.Sc. in “Cybersecurity and Artificial Technologies”</p> <p><input type="checkbox"/> M.Sc. in “Law and Information and Communication Technologies”</p> <p><input type="checkbox"/> M.Sc. in “Climate Crisis and Information and Communication Technologies”</p> <p><input type="checkbox"/> M.Sc. in “Advanced Cybersecurity Technologies and Governance”</p> <p><input type="checkbox"/> M.Sc. in “Advanced Cybersecurity Technologies and Governance by Research”</p> <p><input type="checkbox"/> Inter-University M.Sc. in “Artificial Intelligence”</p> <p><input type="checkbox"/> Inter-University M.Sc. in “Health Care Management–Health Informatics”</p> <p><input type="checkbox"/> Inter-University M.Sc. in. “Digital Health and Analytics”</p>
Does the request/issue described below contain sensitive personal data? <input type="checkbox"/> YES <input type="checkbox"/> NO
<p>APPLICANT DETAILS <i>(please complete in capital letters)</i></p> <p>Last name: _____ First Name: _____</p> <p>Student ID Number: _____ Contact Phone Number: _____</p>
I declare that, prior to submitting the current request/complaint, I have already attempted to resolve the matter through verbal communication with a member of the academic or administrative staff of the Postgraduate Program. <input type="checkbox"/> YES <input type="checkbox"/> NO
<p>DESCRIPTION OF REQUEST/COMPLAINT</p> <p><i>(Please describe the nature of the request/complaint as briefly and clearly as possible)</i></p>

<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>(Continue here)</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>I understand that following the written submission of this request/complaint, the Postgraduate Program's student request/complaint management procedure will be followed, and I am willing to participate in the mediation process for its resolution.</p> <p style="text-align: right;"> <input type="checkbox"/> NAI <input type="checkbox"/> OXI </p>
<p style="text-align: right;">Request Submission Date: ___/___/202___</p> <p style="text-align: right;">Signature: _____</p>


Instructions:

The completed and signed form must be submitted to the Secretariat of the Department of Digital Systems (The Secretariat building is located in Piraeus, at 80-82 Zeas Street, 2nd floor).

Alternatively, you may scan and send the form via email to: [**gramds@unipi.gr**](mailto:gramds@unipi.gr)

The Regulation for the Management of Students' Complaints and Appeals is available on the websites of the Postgraduate Programs. Please review the procedure for handling student requests and complaints before submitting your request/complaint.

3.2 APPENDIX B: Student Request/Complaint Withdrawal Form

 <p>UNIVERSITY OF PIRAEUS SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGIES DEPARTMENT OF DIGITAL SYSTEMS</p>
STUDENT REQUEST/COMPLAINT WITHDRAWAL FORM
<p>Postgraduate Program: <i>(select the program in which you are enrolled)</i></p> <p><input type="checkbox"/> M.Sc. in “Information Systems & Services”</p> <p><input type="checkbox"/> M.Sc. in “e-Learning”</p> <p><input type="checkbox"/> M.Sc. in “Cybersecurity and Artificial Technologies”</p> <p><input type="checkbox"/> M.Sc. in “Law and Information and Communication Technologies”</p> <p><input type="checkbox"/> M.Sc. in “Climate Crisis and Information and Communication Technologies”</p> <p><input type="checkbox"/> M.Sc. in “Advanced Cybersecurity Technologies and Governance”</p> <p><input type="checkbox"/> M.Sc. in “Advanced Cybersecurity Technologies and Governance by Research”</p> <p><input type="checkbox"/> Inter-University M.Sc. in “Artificial Intelligence”</p> <p><input type="checkbox"/> Inter-University M.Sc. in “Health Care Management–Health Informatics”</p> <p><input type="checkbox"/> Inter-University M.Sc. in. “Digital Health and Analytics”</p>
<p>APPLICANT DETAILS <i>(please complete in capital letters)</i></p> <p>Last name: _____ First name: _____</p> <p>Student ID Number: _____ Contact Phone Number: _____</p>
<p>I hereby declare that I am withdrawing the request/complaint I previously submitted to the Committee for the Management of Complaints and Appeals on/...../202.., for the reasons stated below.</p>
<p>REASONS FOR WITHDRAWAL <i>(Please describe as briefly and clearly as possible the reasons for withdrawing your original request)</i></p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

