## BAHÇEŞEHİR UNIVERSITY SCHOOL OF FOREIGN LANGUAGES ENGLISH PREPARATORY PROGRAM STUDENT COMPLAINTS PROCEDURE

At Bahçeşehir University English Preparatory Program we are committed to the provision of high-quality instruction and student services. However, if our students feel dissatisfied with any issues, our program has a “Student Complaints Procedure” to guide you through the steps you can take to resolve problems. BAU Prep has both informal and formal processes for resolving complaints.

Any student who wishes to complain but is uncertain of the appropriate procedure should seek advice from the Office of Student Affairs.

#### Who can use the Complaints Procedure?

The procedure applies to all PREP program students. A complaint must be submitted by the student in person: the program will not investigate complaints which are submitted anonymously.

#### How do students file complaints?

**Phase One: Informal Resolution**

Students are expected to attempt to resolve a complaint informally and personally with the person concerned in the first instance and in accordance with Student Disciplinary Regulations of Council of Higher Education. (For more detailed information please refer to:

<http://yok.gov.tr/web/guest/icerik/-/journal_content/56_INSTANCE_rEHF8BIsfYRx/10279/17960>

Once it is clear that the issue cannot be resolved through informal means, a formal complaint should be lodged within three days of the circumstances that have led dissatisfaction.

**Phase Two: Formal complaint**

If the proposed remedy is unsatisfactory to the complainant, or if the complaint is not resolved through informal means, students can proceed to the formal level.

A formal complaint is initiated by submitting a completed, signed complaint form to the Office of Student Affairs. To facilitate the processing of complaints, forms should be filled in a legible manner. Students should submit the form IN PERSON. “Student Complaint Form” can be obtained by any of the methods below:

* Online at <https://bau.edu.tr/content/10417-student-complaint-form>
* In person at the Office of Student Affairs

**Phase Three: Investigation and Resolution**

Formal complaints will be reviewed and investigated by the English Preparatory Program Associate Director. As part of the investigation of a complaint, any member of staff mentioned is made aware of the complaint and the Associate Director will convene a formal meeting with the student and relevant staff.

Once the formal complaint has been accepted and investigated thoroughly, a decision will be made and appropriate action (if necessary) will be taken. If a complaint is not upheld, the reasons for the decision will be communicated to the student. In most cases, a decision will be made within 2 weeks of the initial complaint being submitted. If the investigation takes more than 2 weeks, the student will be informed of the reason and an expected date of decision.

The outcome of all formal complaints will be provided to students in writing within two weeks of the formal complaint being submitted; using a copy of same complaint form s/he has signed and submitted to the Office of Student Affairs.

The decisions taken following completion of this process will be considered as final and English Preparatory Program does not operate a further appeal mechanism internally.

**Confidentiality and Storage of Complaints Information**

Every effort will be made during the investigation to protect the privacy and confidentiality of students lodging a complaint and those against whom complaints are made. Details may be disclosed to those members of the program who may need to see it in order to investigate the complaint.

The Office of Student Affairs is required to keep a record of all formal student complaints and their resolution. These confidential records are kept in the separate folders located in Office of the Associate Director.

**Reviewing the Complaints Procedure**

Student complaints will be reviewed, investigated, the significance of any actions to be taken for them carefully considered, and information from this will be fed into the planning process as appropriate. This procedure will be reviewed every year and will next be reviewed in July 2019 by the Board of Bahçeşehir University English Preparatory Program.