Regulation for the management of student complaints and appeals

Students have the right to express any complaints or objections related to their studies, and for this purpose, a mechanism for handling complaints is applied. The goal is to improve the quality of the operation with full respect for all those involved in the educational and research process, especially those for whom it is accountable. This specific procedure covers all complaints/objections related to the quality of services provided by the Department, including educational, research, and administrative services.

A "complaint" is defined as the expression of dissatisfaction (either orally or in writing) by a student of the Department due to the disappointment of their expectations regarding the quality level of the provided services.

An "objection" is defined as any written and formal expression of doubt or opposition from a student regarding the decision-making process of the relevant departmental body concerning their submitted request.

The complaints management policy is aimed at active students and aims to resolve disputes or problems, such as:

I. Disagreements related to study matters and enrollment
II. Inappropriate behavior by a member of the academic or administrative staff
III. Insufficient information provided to students by a member of the academic or administrative staff.

During their studies, students are bound by both rights and obligations as described in the Regulations. Additionally, they are required to seek guidance and support from their Academic Advisor on matters related to their studies and enrollment. Students are allowed to submit verbal or written complaints when the action or decision of a member of the

Department or a collective body is inconsistent with:

- Study and enrollment regulations
- The Code of Ethics and/or prescribed procedures related to academic teaching and research
- Rational use of facilities and infrastructure
- Intellectual property protection and copyright
- Appropriate workplace behavior
- Equal treatment and equality
- Combating harassment and sexual harassment.

Students may express any requests or objections related to their studies as follows:

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Students may express any requests or objections related to their studies as follows:

- For matters related to academic content concerning their studies, postgraduate students can address their Academic Advisor.
- For matters requiring mediation between students and faculty or administrative services of the Institution, ensuring legality within the framework of academic freedom, addressing incidents of mismanagement, and preserving the smooth operation of the Institution, students can contact the Ombudsman of the Institution. The Ombudsman of the Student ensures compliance with legality and academic ethics and addresses issues related to misconduct or violation of rules during examinations (written or oral). The Ombudsman does not intervene in substantive matters related to teaching or grading in examinations.
- For violations of ethics and the quality of studies, students can address the Ethics Committee of the Institution.
- For issues related to gender discrimination, students can contact the Gender Equality Committee.
- For matters concerning the protection of personal data, students can contact the Data Protection Officer (DPO).

The mechanism for managing complaints/objections may include the following stages:

Stage 1: Direct Resolution

LISTENING: Examination of the complaint by the student by a faculty member. The student reports the complaint to a faculty member (the responsible professor or the course instructor or the academic advisor) or to a member of the administrative staff (the head of the department's office), depending on the nature of the complaint. The department member reviews the complaint in collaboration with the student and proposes a solution. In cases where, after the completion of the direct resolution process, the student disagrees with the proposed solution or the situation remains problematic, the student may submit the complaint in writing to their Academic Advisor within 30 days from the date of the issue's appearance.

Stage 2: Official Resolution

MEDIATION: Examination of the complaint by the student by their Academic Advisor. The Academic Advisor reviews the complaint in collaboration with the student and proposes a solution. In this regard, the Academic Advisor, at their discretion, may also communicate with other members of the Department to seek their assistance, as it is part of their duties, in resolving the issue.

ADMINISTRATIVE EXAMINATION: Examination of the student's complaint by the Department Chair. In cases where, after the completion of the mediation process by the Academic Advisor, the student objects to the resolution or the situation remains problematic, they may submit their complaint in writing to the Department Secretary, with the Department Chair as the recipient, using the specific Complaints & Objections Submission Form, which includes information on the hearing and mediation process that was followed. The Department Chair takes the necessary actions to examine/investigate the problem. Depending on the nature of the problem, they may call the student for a hearing and seek the assistance of any member or body of the Department or the University, or refer the complaint to the Department Assembly. In cases where the Department Chair refers the complaint to the Department Assembly, the decision is final, and the student cannot raise objections or use the third stage of this procedure. Within a reasonable timeframe, and depending on the nature and urgency of the issue, the student is informed of the outcome of the actions taken and the

Stage 3: Objection and Final Review of the Issue/Complaint

Objection: Examination of the objection by the Department Assembly. In cases where, after the completion of the administrative review process of the complaint, the student objects to the resolution or the situation remains problematic, they may submit the complaint in writing again to the Department Assembly or the Curriculum Committee, through an official protocol, using the specific **Complaints & Objections Submission Form**, which includes, among other things, the procedure for hearing, mediation, and administrative review that was followed.

In cases where the Department Chair has already requested the involvement of the Department Assembly during the Administrative Review stage, the student cannot raise an objection and use this step of the procedure. The decision reached by the Department Assembly is final.

It is worth noting that the terms "student" and "students," as well as "professor" and "professors," are inclusive of all genders.