

 	STUDENT COMPLAINT PROCEDURE	Document Code	PR.YDB.02
		Date of Publication	26.06.2025
		Date of Revision	16.07.2026
		Revision No	01
		Confidentiality Level	Internal Only

1. OBJECTIVE

The purpose of this document is to determine the procedures and principles to be applied for receiving, evaluating and finalizing complaints regarding the problems encountered by Fenerbahçe Foreign Languages Department students during their education-training processes.

2. SCOPE

This procedure covers all processes subject to complaints.

3. RESPONSIBILITY

The Head of the Foreign Languages Department is responsible for the execution of the procedure. All other personnel are responsible for fulfilling the requirements of the procedure. The Foreign Languages Department Secretariat is responsible for keeping records of all official complaints and their resolutions.

4. APPLICATION

4.1. Receiving Complaints

Students can submit their complaints using the “**FBU PREP Student Complaint Form**” which can be found in the General Information-Forms section of the website or obtained from the Foreign Languages Department Secretariat. In order for complaints to be processed more quickly, the form must be filled out legibly and submitted to the Foreign Languages Department Secretariat. Students must submit this form in person.

4.2. Complaints Evaluation and Resolution Process

Formal complaints are reviewed and investigated by the Department of Foreign Languages. During the investigation process, all personnel mentioned in the complaint are informed, and the Department organizes an official meeting involving the staff member(s) concerned.

Once the complaint letter is accepted and a thorough investigation has been conducted, a decision is made and, if necessary, an appropriate course of action is determined. If the complaint is not upheld, the student is informed of the reason for the decision. Formal complaints are generally resolved within two weeks of being received by the Department of Foreign Languages. However, if the investigation exceeds this timeframe, the student will be informed about the reason for the delay and the expected date of the decision.

The outcome of the investigation is communicated to the student in writing using a copy of the previously completed complaint form. Once the process is complete, the decision is considered final; there is no further appeal mechanism within the scope of the English Preparatory Program.

	PREPARED BY	REVIEWED BY	APPROVED BY
Title	Foreign Languages Department	Department of Strategy and Quality	GENERAL SECRETARIAT
Signature			

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Throughout the investigation, all necessary measures are taken to ensure the confidentiality of both the complainant and the person(s) named in the complaint. The details of the complaint may only be shared with program staff responsible for conducting the review.

The Department Secretary is responsible for maintaining records of all formal complaints and their resolutions. These confidential records are securely stored in the office of the Head of the Department.

5. RELATED DOCUMENTS

FBU PREP Student Complaint Form

6. DISTRIBUTION

This document shall be shared with all staff members.

7. SANCTIONS

In case of non-compliance with this document, necessary actions will be taken in accordance with the Academic and Administrative Disciplinary Regulations.

	HAZIRLAYAN	KONTROL	ONAY
Title	Foreign Languages Department	Department of Strategy and Quality	GENERAL SECRETARIAT
Signature			