

	SCHOOL OF FOREIGN LANGUAGES Employee Complaints Handbook Complaint Notification, Examination And Resolution Processes	Document No	PR.013
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1. Purpose, Scope and Legal Basis

1.1 Purpose

This handbook has been prepared to ensure that all employees working in SFL can convey their complaints about the working environment, management, business processes and working conditions in a transparent, fast and secure manner and that the solution processes are carried out effectively.

1.2 Scope

- All complaint issues of academic and administrative staff
- Physical working environment, workload, managerial decisions, communication problems, mobbing/discrimination, wage/leave requests, etc.

1.3 Legal Basis

- Civil Servants Law No. 657 (Article 17 – Right to Petition)
- Higher Education Law No. 2547
- ALKU Personnel Complaint and Suggestion Directive
- ALKU Disciplinary Directive
- ISO 9001 Quality Management System Complaint Management Procedure
- DEDAK Accreditation Standards

2. Basic Principles

- **Confidentiality:** Complainant information is not shared with third parties without explicit consent.
- **Neutrality:** A fair and impartial approach is adopted in the review process.
- **Accessibility:** Easy access to the complaint mechanism is provided (written, digital, face-to-face).
- **Quick Solution:** Processes are completed in the shortest possible time.
- **Recording:** All complaints are kept in the official registration system.

3. Complaint Notification Channels

- **Written Application:** With a petition to the Directorate or Human Resources Department
- **EBYS (Electronic Document Management System):** Transmission as an official document
- **Email:** Through corporate e-mail addresses
- **Face-to-Face Meeting:** With the director, deputy director or unit supervisor
- **Online Form:** ALKU internal portal "Personnel Complaint and Suggestion Form"

Prepared by	System Authorization	Approval for Enforcement
Departmental Quality Assurance Officer	Quality Assurance Coordinator	Executive Management

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4. Complaint Management Process (Step by Step)

4.1 Application Intake

- When the complaint application is received, the "Complaint Registration Form" is filled out.
- The application date, the subject of the complaint, and the applicant information are recorded.

4.2 Preliminary Examination

- The complaint is subject to preliminary evaluation by the relevant unit chief or SFL Manager.
- The jurisdiction of the subject is determined (within SFL / ALKU general management).

4.3 Review and Evaluation

- Information and documents are collected from the relevant parties.
- If necessary, witness statements are taken.

4.4 Solution and Feedback

- The subject of the complaint is resolved or, if necessary, submitted to the evaluation of the senior management/relevant board.
- The result is notified to the applicant in writing.

4.5 Closing and Archiving

- After the process is completed, the complaint file is closed and removed to the quality archive.

5. Exceptions

- **Mobbing / Discrimination:** The Human Resources and Ethics Committee comes into play.
- **Immediate Safety Issues:** Security units are informed and necessary measures are taken.
- **Situations Requiring Discipline:** The provisions of the ALKU Disciplinary Directive are applied.

6. Monitoring and Improvement

- Complaint data is analyzed periodically.

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- Corrective actions are planned for recurring problems.
- The results are recorded in the annual quality report.

7. DEDAK Standard Reference

This handbook has been prepared to meet the criteria of recording *employee feedback*, *documenting solution processes* and *including them in the quality management cycle* specified in DEDAK's "**Employee Complaints**" criterion.

8. Appendix

- Complaint Registration Form Sample
- Complaint and Suggestion Form (Digital)
- Mobbing/Discrimination Notification Form
- Complaint Process Flow Diagram

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