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PARENT COMPLAINT POLICY

Chapter One

Purpose, Scope, Legal Basis, and Definitions

Purpose

ARTICLE 1 – This policy aims to enhance the satisfaction of parents whose children are enrolled at Nesibe Aydın Schools.

Scope

ARTICLE 2 – This policy outlines the steps to be followed for handling complaints raised by parents at Nesibe Aydın Schools.

Legal Basis

ARTICLE 3 – This policy is based on Law No. 3071 on the Right to Petition, the Presidential Communication Center Regulation published in the Official Gazette No. 31856 on 04.06.2022, Presidential Circular No. 2018/13 published on 12.10.2018, Prime Ministry Circular No. 2004/12, the MoNE Press and Public Relations Directorate letter No. 86839228/820/4775294 titled “MEBİM Alo 147,” and the Private Educational Institutions Regulation.

Definitions

ARTICLE 4 – The following definitions apply in this policy:

- CİMER:** Refers to the Presidential Communication Center.
- School Principal:** Refers to the principals of all Nesibe Aydın kindergartens, primary, middle, and high schools.
- E12 (Portal):** The management information system of Nesibe Aydın Schools.
- Parent/Guardian:** Refers to the student’s mother, father, or legal guardian.

NESİBE AYDIN SCHOOLS

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Website: www.nesibeaydin.k12.tr ☎ +90 (312) 498 25 25 📠 +90 (312) 498 24 46

IB School Code: 49668 School CEEB Code: 696481 Mersis No: 0115082231900013 Cambridge School Code:TR071

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e. Complaint: Refers to concerns or dissatisfaction regarding school operations and practices.

Philosophy and Core Principles of the Complaint Policy

ARTICLE 5 – Nesibe Aydın Schools handle parental complaints based on principles of open communication, mutual respect, trust, confidentiality, and solution orientation. The process strengthens collaboration between parents, teachers, and administration and is considered valuable feedback for school development. The goal is a fair and transparent process where all voices are heard.

Chapter Two

Types of Complaints and Related Procedures

ARTICLE 6 – Continuous communication and cooperation between parents and the school are valued at Nesibe Aydın Schools. Parents with concerns or complaints regarding school operations must follow the procedures outlined in this policy. All complaint processes are conducted with dignity and confidentiality and in compliance with relevant legislation, particularly the Law on the Protection of Personal Data (Law No. 6698). Personal data is processed and recorded lawfully.

ARTICLE 7 – Verbal Complaints

- Initial complaints regarding teaching and learning should be directed to the homeroom teacher.
- Once resolved, the homeroom teacher records the issue and the resolution in the “Student Monitoring” section on the E12 (Portal), selecting the “PDR Unit Only” authority.
- If unresolved, the teacher must solve the problem within 2 working days and inform the parent via phone.

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- d. If the parent is still dissatisfied, they may proceed to the written complaint process (ARTICLE 8).
- e. If the complaint concerns the homeroom teacher, the parent should verbally approach the assistant principal, who will follow steps (b) and (c) above.

ARTICLE 8 – Written Complaints

- a. If a verbal complaint remains unresolved, the parent may submit a written complaint to the school principal using the form in Annex 1.
- b. The principal must invite the parent to school within 1 working day to provide a resolution. If an in-person meeting is not feasible, a phone call will be arranged.
- c. If further investigation is needed, the principal must respond within 3 working days.
- d. All discussions are documented by the principal, and the outcome is recorded in the E12 system under “Student Monitoring” with “PDR Unit Only” access.
- e. The principal informs the parent of the final outcome.

ARTICLE 9 – Appeal to the General Directorate

- a. If unresolved at previous levels, the parent may book a face-to-face or online meeting with the General Directorate.
- b. Within 5 working days, the Directorate provides a solution based on school procedures and informs the parent.
- c. The Directorate logs the complaint and resolution in the E12 system under “Student Monitoring” with “PDR Unit Only” access.

ARTICLE 10 – Non-Academic Complaints

- a. For complaints about services such as the infirmary, transport, meals, and stationery, urgent matters should be reported verbally to the Support Services Directorate; routine complaints should be submitted in writing via the “Campus Support” section of the E12 portal.

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- b. The Directorate contacts the parent within 2 working days with a resolution and ensures that the issue and solution are recorded in the E12 system under “PDR Unit Only”.

ARTICLE 11 – Appeal to the Board of Directors

- a. If unresolved through previous articles, the parent may submit a written or verbal complaint to the Board of Directors by booking an appointment.
- b. The Board, within 5 working days, ensures that the parent is contacted via the school administration and informed of the resolution.
- c. The principal logs the complaint and solution in the E12 system under “Student Monitoring” with “PDR Unit Only” access.
- d. If no solution is reached through Articles 6–9, parents may email their complaint to: yonetimkurulu@nesibeaydin.k12.tr

Chapter Three

Other Complaints (CİMER and IB)

ARTICLE 12 – CİMER Complaints

Complaints received via CİMER are handled by school principals in accordance with official correspondence protocols and, when necessary, with input from the school’s legal advisors. The Board of Directors is informed of such cases.

ARTICLE 13 – IB-Related Appeals

Appeals regarding student assessment results or academic processes related to IB programmes must be submitted in writing to the relevant programme coordinator. These appeals are handled internally in line with IB guidelines; if necessary, a formal process with the IB is initiated.

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Chapter Four

Final Provisions

Enactment

ARTICLE 14 – This policy comes into force on the date it is approved by the Nesibe Aydın Schools Board of Directors and published on the E12 (Portal).

Execution

ARTICLE 15 – This policy must be evaluated alongside other school policies. Implementation is carried out by the relevant school principals on behalf of Nesibe Aydın Schools.

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ANNEX – 1



PARENT COMPLAINT FORM

Part 1: Complaint Record

Parent's Name and Surname:

Adress:

Phone Number:

Details of the complaint:

Complaint Date:

Measures already taken / solutions produced regarding the complaint:

Parent suggestions:

Part 2: Measures/solutions taken for complaints

Complaint Resolution Process Managed by (Name - Surname):

Measures taken/solutions found (write with dates):

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Last meeting date with parent:	
Meeting result:	
Parent Signature:	School Representative Signature:

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