

EUROPEAN UNIVERSITY OF LEFKE ENGLISH PREPARATORY SCHOOL ENGLISH PREPARATORY PROGRAMME

Complaints Policy

EPP places great importance in having good rapport with all its students and teachers, and takes all necessary steps to create a motivating and positive school and work environment. To maintain such an atmosphere, EPP gives careful consideration to all complaints by students or staff and aims to deal with them promptly in a fair, open and honest manner through communicating and devoting sufficient time and effort to solving them.

Informal complaints can be resolved through communication between people, to sort out less serious issues, which do not require lengthy and formal procedures. At the start of each term, teachers set their classroom rules and explain the regulations of EPP regarding acceptable and unacceptable behavior, together with their consequences to students. Once they are made clear, students are expected to follow these rules and regulations. If students do not follow the rules and regulations, and unacceptable behavior occurs, the problem is solved through communication between the parties involved. If the problematic behavior still continues, a written document by the student or the teacher is submitted to the Directorate, and legal procedure, as stated in the Laws and Regulations accepted by European University of Lefke, given below, are followed.

(<http://www.eul.edu.tr/wp-content/uploads/2014/05/%C3%96%C4%9Frenci-Disiplin-Y%C3%B6netmenli%C4%9Fi.pdf>)

If students are not satisfied with their exam results, they can ask for reevaluation of their exams by applying with a written document (see Appendix 8) to the Administrative Officer within three days following the official announcement of the exam results. The exams are then re-evaluated by a committee, organized by the Testing Unit the Academic coordinators.

If students have complaints regarding any issue at school, they have the opportunity to raise the issue with meeting a Student Advisor every day. They can also propose an item for the agenda for the following week. Another way to express any complaint is to resort to wish boxes that can be found in different places around the school.

What is an appeal and what is the right of appeal?

An appeal can be filed when a member of the staff or a student objects to any decisions or sanctions imposed by the Directorate. The appeal must be filed within 10 working days of receipt of the written notification of the decision. The committee shall review the decision within 15 days, and shall either approve it exactly as it is or reject it, or reconsider it and finalize the decision.

Procedure when filing a complaint and filing an appeal

How the system works for teachers

At the start of each course the lecturer states his/her rules and regulations governing/concerning classroom management to students. The instructor also explains the consequences of disruptive behaviour.

The lecturer approaches the student outside the classroom.
The lecturer asks if the student has any particular problem.



Problem Solved
End of Process



If unsolved

- **When disruptive behaviour recurs:**

- The lecturer consults with the administrative officer.
- The administrative officer talks with the lecturer concerned in an advisory capacity and makes recommendations.
- The administrative officer also approaches the student, in order to raise awareness and to ensure that the student understands why the behaviour is not acceptable.
- The administrative officer listens to the student to see how the student perceives the particular behaviour.
- Both parties agree on what should be done.
- The administrative officer suggests a course of action.



Problem Solved
The administrative officer asks the student to sign a copy of the action plan



If unsolved

The lecturer informs the administrative and all the documents (problem record sheets, action plans, incident reports) related to the student are first sent to the Discipline Committee of the university.

How the system works for students

Anything which negatively affects studies or experience at university may be raised as a complaint.

There are three types of complaint a student can raise:

- ✓ complaints about academic decisions and matters
- ✓ complaints about an individual
- ✓ complaints about the administration or process

Student Complaint Procedure

Informal Complaint

For less serious, straightforward or urgent matters:

- Raised directly with person/s involved
- Raised directly with another staff member at a local level



If unsolved

Formal complaint process

For more serious complaints, students fill in Student Complaint Letter (See Appendix 7) explaining the Reason of complaint. First the administrative officer sees the paper and then the Directorate is informed about the complaint and solves the problem.

