

**THE TURKISH HIGHER EDUCATION QUALITY COUNCIL**  
**APPEALS AND COMPLAINTS DIRECTIVE**

**PART ONE**

**Purpose, Scope, Basis and Definitions**

**Objective and scope**

**ARTICLE 1** - The purpose of this Directive is to regulate the procedures and principles regarding the appeals made to Turkish Higher Education Quality Council's decisions pertaining to authorization or recognition of accreditation agencies and the external evaluation programs coordinated by the Council as well as the procedures and principles regarding the complaints on the services provided by the Council.

**Basis**

**ARTICLE 2** - (1) This Directive is based on the Article No. 6 of the Regulation on Higher Education Quality Assurance and the Higher Education Quality Council entitled Duties and Authorities of the Council.

**Definitions**

**ARTICLE 3** – (1) In this Directive:

- a) Accreditation agency: shall mean the institutions and organizations engaging in program accreditation activities at home or abroad,
- b) Follow-up Program shall mean the external evaluation program in which the improvements of higher education institutions evaluated as part of the Council's Institutional External Evaluation Program or Institutional Accreditation Program are monitored,
- c) Commission shall mean the Commission on Appeals and Complaints,
- ç) Council shall mean the Turkish Higher Education Quality Council,
- d) Institutional Accreditation Program shall mean the external evaluation program coordinated by the Council, as a result of which accreditation decisions are issued for higher education institutions,
- e) Institutional External Evaluation Program shall mean the external evaluation process coordinated by the Council, as a result of which Institutional Feedback Reports are written on higher education institutions.

**PART TWO**

**Organization, Duties and Responsibilities of the Commission on Appeals and Complaints**

## **Organization of the Commission**

**ARTICLE 4 -** (1) The Commission comprises four members, including one substitute member.

(2) The Commission members shall be determined by the Council in consideration of the following:

- a) One of the Commission members should be a former Council member,
- b) One of the Commission members should have experience in evaluation processes
- c) One of the Commission members should have managerial experience in an accreditation agency,
- ç) Current members of the Council cannot be members to the Commission.

(3) The Commission members' term of duty is three years. One cannot be a Commission member for more than two terms.

(4) The secretariat of the Commission shall be undertaken by the Council staff

## **Duties and responsibilities of the Commission**

**ARTICLE 5 -** Duties and responsibilities of the Commission are as follows:

- a) To assess the appeals filed against the decisions taken within the scope of the Institutional Accreditation Program carried out by the Council and to present the assessment results to the Council
- b) To assess the appeals filed against the Institutional Feedback Reports published within the scope of the Institutional External Evaluation Program carried out by the Council and to present the assessment results to the Council,
- c) To assess the appeals filed against the Follow-up Reports published within the scope of the Follow-up Program carried out by the Council and to present the assessment results to the Council,
- ç) To assess the appeals filed against the decision taken for authorisation of national accreditation agencies and recognition of international accreditation agencies and to present the assessment results to the Council,
- d) To assess the complaints regarding the services carried out by the Council and to present the assessment results to the Council

## **PART THREE**

### **Appeals and Complaints Process**

#### **Appeals**

**ARTICLE 6 -** (1) Appeals may be filed to the decision of the Institutional Accreditation Program within 60 days as of the notification date of the decision; and to the Institutional Feedback Report or the Follow-Up Report within 60 days as of the publication date of the report. Appeals may be filed regarding decisions on the authorization of national accreditation agencies and the recognition of international accreditation agencies within 30 days from the notification of the decision.

(2) Appeals are made either in written form or electronically, supported by appropriate justification and evidence.

- (3) Appeals are subject to preliminary review within seven days by the Commission Secretariat. As a result of the preliminary examination, the appeals made without providing appropriate justification and evidence will be rejected.
- (4) The appeals which have not been rejected are forwarded to the Commission within seven days following the preliminary examination.
- (5) The appeals submitted to the Commission are re-evaluated and submitted to the Council within 30 days at the latest. The commission may meet the parties if need be. The commission includes recommendations on the acceptance or on the rejection of the appeal.
- (6) The final decision on appeals is made by the Council, considering the recommendation of the Commission.
- (7) The final decision is submitted in writing to the entities or institutions filing the appeal within 30 days.
- (8) The decision on appeals are final.

### **Complaints**

**ARTICLE 7 -** (1) The persons who are not satisfied with the services provided by the Council may file complaints in correspondence or electronically by presenting relevant evidence and justification within 15 days following the situation that has caused the dissatisfaction.

- (2) The complaints shall be pre-reviewed by the Commission secretariat within 7 days. As a result of the preliminary review, the complaints made without providing appropriate justification and evidence will be rejected.
- (3) The complaints which have not been rejected are forwarded to the Commission within seven days following the preliminary review.
- (4) The complaints submitted to the Commission are re-evaluated and submitted to the Council within 30 days at the latest. The commission may meet the parties if need be. The commission includes recommendations on the acceptance or on the rejection of the complaint.
- (5) The final decision on complaints is made by the Council, considering the recommendation of the Commission.
- (6) The final decision is submitted in writing to the entities or institutions making the complaint within 30 days.
- (7) The decision on the complaint is final.

## **PART FOUR**

### **Miscellaneous and Final Provisions**

**Enforcement**

**ARTICLE 8** - (1) These procedures and principles shall enter into force on the date of their approval by the Turkish Higher Education Quality Council.

**Execution**

**ARTICLE 9** - (1) These procedures and principles shall be executed by the President of the Turkish Higher Education Quality Council.