



**SOCIAL, HUMANITIES
BASIC SCIENCES
ACCREDITATION and
RATING ASSOCIATION**

APPEALS AND COMPLAINTS COMMITTEE DIRECTIVE

1. Article: Basis, Purpose and Scope

- 1.1. This directive has been prepared in accordance with the STAR Social and Human Sciences Accreditation and Rating Association's Working Regulations.
- 1.2. This directive is designed to establish the procedures and principles regarding the scope of appeals and complaints, the functioning of the committee, and the decisions to be made.
- 1.3. This directive covers all appeals and complaints related to STAR's evaluation and accreditation processes.

2. Article: Definitions

- **Appeal:** A formal request made by an institution challenging an evaluation or accreditation decision.
- **Complaint:** A notification by an individual or institution expressing dissatisfaction with service quality or processes.
- **Committee:** An independent working group established to evaluate **appeals and complaints**.

3. Article: Scope of Appeals and Complaints

- 3.1. Appeals cover evaluations, evaluation results, and STARAK accreditation decisions. Appeals can only be based on the claim that a STARAK accreditation decision is inappropriate due to factual errors made by STAR or non-compliance with the applicable criteria, regulations, or directives.
- 3.2. Complaints cover issues related to service quality, staff behavior, process deficiencies, and similar matters.

4. Article Appeals and Complaints Procedures

- 4.1. Within one month from the date of the STARAK decision, appeals must be submitted on behalf of the undergraduate program by the Rectorate/Faculty Administration to the Appeals and Complaints Committee via itiraz@star.org.tr.
- 4.2. Stakeholders may submit their **complaints** to the Appeals and Complaints Committee via sikayet@star.org.tr.
- 4.3. All appeals and complaints are recorded and tracked with a reference number.
- 4.4. The committee convenes within 7 business days after receiving the application. Applicants are notified in writing and informed about the process.

5. Article: Evaluation Process for Appeals and Complaints

- 5.1. Upon receiving an application, the committee gathers and reviews all relevant information and documents. If necessary, meetings may be held with the applicant or other relevant parties.

- 5.2. The committee submits its opinion regarding the appeal or complaint to the STAR Board of Directors within one month at the latest.
- 5.3. The scope of evaluations carried out by the committee during the appeals process includes:
 - Opinion on rejecting the appeal
 - Opinion on accepting the appeal and reassessing the relevant decision
 - Opinion on implementing corrective or preventive measures in the relevant processes
 - Opinion on repeating the evaluation processes
- 5.4. The Appeals and Complaints Committee ensures that complaints received within one month are responded to by the relevant Board, Committee, Evaluation Team Members, and STAR Staff.

6. Article: Decision and Implementation

- 6.1. The decision-making authority is the STAR Board of Directors. The Board's decisions are binding and must be implemented by all relevant units.
- 6.2. STAR Board of Directors considers the appeal from the Rectorate or Faculty Administration along with the Appeals and Complaints Committee's opinion and makes a decision within one month.
- 6.3. Decisions, implemented measures, and corrective/preventive actions are documented in the relevant records.
- 6.4. Decisions made by the STAR Board of Directors cannot be appealed.

7. Procedure in Case of Conflict of Interest

- 7.1. Each committee member is obligated to act independently and impartially, considering potential conflicts of interest.
- 7.2. Committee members must immediately inform the committee about any potential conflicts of interest related to the applications.
- 7.3. In the case of a declared conflict of interest, the concerned member must withdraw from the evaluation and decision-making processes regarding the application.
- 7.4. A reserve member, previously designated, replaces the withdrawn member in the committee.
- 7.5. All procedures related to conflicts of interest are recorded in accordance with the principles of transparency and accountability and shared with the applicant when necessary.

8. Article: Confidentiality and Impartiality

- 8.1. Committee members are obligated to maintain the confidentiality of all information related to applications.
- 8.2. The committee is responsible for evaluating all applications in a neutral and fair manner.

9. Article: Enforcement

- 9.1. This directive enters into force on the date of its approval by the STAR Board of Directors.