

## Private ALEV High School

### Stakeholders Complaint and Feedback Procedure Policy

#### 1. Purpose

The main purpose of this procedure is to ensure that all complaints, suggestions, and feedback submitted by the school's stakeholders — including **students, parents, teachers, administrative, and support staff** — are collected, evaluated, and resolved in a **regular, systematic, and effective manner**. The process aims to be conducted in line with the principles of **transparency, accessibility, and accountability**, thereby strengthening the school management's reliability and increasing stakeholder participation.

In this context, all types of feedback received are classified according to predetermined criteria, directed to the relevant departments, and the resolution process is initiated. Each stage of the process is recorded and monitored, and the outcomes are shared with the relevant stakeholders. In this way, feedback is not only heard but also transformed into concrete improvement actions.

This procedure also contributes to strengthening participatory management, fostering a culture of institutional development, and continuously improving stakeholder satisfaction. Through this system, the school not only resolves issues but also supports innovative ideas, making the educational environment more qualified and effective.

#### 2. Scope

This procedure covers all types of feedback related to the school's educational, administrative, physical, and social activities, as well as from all its stakeholders.

#### 3. Responsibilities

- **School Management:** Responsible for the implementation, supervision, and provision of necessary resources for this procedure. Analyzes feedback and approves final action plans.
- **Feedback Evaluation Committee:** Chaired by the school principal or an appointed vice principal and includes a guidance counselor and selected teacher representatives from various departments. The committee regularly reviews incoming feedback, classifies it, and develops solution proposals.
- **All Stakeholders:** Required to submit their complaints and suggestions constructively, honestly, and respectfully through the channels specified in this procedure. (*Stakeholders refer to students, teachers, parents, and support staff.*)

#### 4. Feedback Collection Channels:

Multiple channels are actively used to ensure that stakeholders can easily and transparently share their feedback through different means. This multi-channel system provides students, teachers and parents with various ways to express their concerns and opinions, fostering an open and responsive school environment.

The school has established a written policy to ensure that complaint procedures are clear, understandable, and accessible to all students, teachers, and parents. In this context, the complaints procedures document is published on the school's official website and on Teams, making it available to students, parents, and teachers always. Additionally, at the beginning of the academic year, all stakeholders are informed about these procedures during orientation programs, where guidance is provided on how to use them.

##### A. Digital and Written Channels

**Feedback Form (Website):** An online form is available 24/7 on the school website and TEAMS, which can be filled out anonymously or with a name. The form is available in Turkish, German, and English. *(Details are provided in Appendix 1)*

<https://forms.office.com/pages/responsepage.aspx?id=hyV9ZfvBJ0mHGYWoVvcJ9t0poLTYxaR-PjbxUcqf8XGpUQlhXVIU5MjIROFJVTVZWN0ZBQ0o4ME9TVS4u&route=shorturl>

- **Email Address:** [lisemuduriyet@alev.k12.tr](mailto:lisemuduriyet@alev.k12.tr)

All stakeholders — including students, parents, teachers, and staff — may submit their complaints or suggestions via this address. The inbox is monitored daily by the school administration. Incoming emails are reviewed with the relevant departments and replied to accordingly.

- **Suggestion and Complaint Boxes:** There is one **suggestion and complaint box** located at the school entrance. Using the attached form placed next to this box, all stakeholders can submit their suggestions and complaints at any time. The box is regularly checked by the school administration, and the feedback collected is forwarded to the relevant departments.
- **Student and Parent Surveys:** Surveys are organized by the Guidance Department to gather feedback from students and parents about their experiences. Surveys are planned for all grade levels, from preparatory to 12th grade. Regular annual surveys are conducted as well as additional surveys for specific needs arising during the year. The results are evaluated by the guidance counselor and school management before being discussed with relevant departments. These surveys offer stakeholders the opportunity to share and reflect on their experiences.  
Guidance Needs Assessment Survey (RİBA): Administered to students, parents, and teachers.

**Student surveys generally focus on the following areas:**

- **Academic Achievement and Career Planning:** Study Behavior Scale, Holland Career Test, Personality-Based Guidance Test, “First Step” Individual Recognition Tests
- **Social-Emotional Development and Psychological Support:** Life skills, self-awareness, self-management, social awareness, relationship building, responsible decision-making / Individual counseling, psychoeducation, and anxiety studies
- **Social and Cultural Participation:** Career days, university visits, alumni meetings



ÖZEL ALEV OKULLARI

**Parent surveys generally focus on the following areas:**

- Efficiency of parent-teacher meetings
- Education and school environment
- Student academic progress and support
- Monitoring of social-emotional development
- Awareness of addiction and healthy living
- School-parent communication and cooperation
- Career and academic planning
- Overall satisfaction with the school

## **B. Representative and Communication Channels**

At the beginning of each academic year, one student and one parent representative are elected for each class.

- **Parent Representative:** Each class representative collects feedback, suggestions, and complaints from parents via designated WhatsApp groups and shares information provided by the school with class members. They facilitate communication between the school and parents. Once a month, parent representatives meet with the school management and representatives from other classes to present collective feedback. After these meetings, they share the information and feedback with their class WhatsApp groups. Meetings are recorded and reported.
- **Student Representatives:** At the beginning of each academic year, students elect a class representative. These representatives directly communicate student requests, suggestions, and complaints to the school management. Student representatives meet with the school management once a month. In urgent cases, students may share feedback immediately through their homeroom or guidance teachers without waiting for the next meeting.
- **Department Head Meetings:** Each department has a head who participates in weekly meetings with the school management, IB coordinator, and - Guidance and Counseling Service department. Department heads present suggestions and complaints gathered from teachers in their departments.  
Department teachers also hold weekly meetings where school management decisions are shared, and feedback or requests are collected and passed on by the department head.
- **Homeroom Teacher Meetings:** Teachers teaching the same grade level meet weekly with the guidance and counseling department. During these meetings, teachers report the requests, suggestions, and complaints they observe or receive from students to the guidance department.
- **Guidance & Counseling Service Department and Management Meetings:** Weekly meetings between the guidance and counseling department and school management are held to evaluate current issues as well as suggestions and complaints received from students and teachers.



ÖZEL ALEV OKULLARI

### C. Face-to-Face and Reporting Channels

- In all meetings with parents and teachers, collecting feedback is a standing agenda item.
- During general parent-teacher meetings held once per semester, teachers discuss students' academic and social progress with parents, collect suggestions and complaints, and record them in **the Parent Meeting Feedback Form**, which is then submitted to the school management. **(Details are provided in Appendix 2)**

- **Individual Parent-Teacher Meetings:**

Each teacher has a designated weekly meeting hour for parent appointments. Parents can meet individually with subject teachers and guidance counselors to share feedback or complaints. During these meetings, the guidance counselor completes the **Parent Meeting Form**. **(Details are provided in Appendix 3)**

- **Guidance and Counseling Service Meeting Reports:**

Counselors record all meetings held with students and parents. Feedback and complaints gathered from stakeholders are submitted to the school management. Counselors also meet periodically with classroom and subject teachers to collect relevant feedback. **(Details are provided in Appendix 3)**

- **Subject Teachers' Committee Meetings (ŞÖK):**

Held once per semester, these meetings allow teachers to discuss students' academic and behavioral progress, which is documented in **Individual Evaluation Reports** and shared with the school management. During parent meetings, teachers provide feedback based on these reports.

- **Alumni Parent Meetings and Surveys:**

Meetings are organized to collect feedback from parents of graduates and to gather supporting evidence. These meetings offer experienced parents' opportunities for sharing, discussion, and reflection, and allow them to connect with current 11th and 12th-grade parents. Based on survey results, experienced parents and graduates are selected to participate in alumni gatherings.



ÖZEL ALEV OKULLARI

## Appendix 1: Geri Bildirim Formu / Fragebogen/Feedbackbogen/Feedback Form

[-Lise Geri Bildirim Formu / Fragebogen/Feedbackbogen/Feedback Form Formu doldur](#)

Bu form aracılığıyla okulumuzla ilgili yaşadığınız sorunları (şikâyet) ve geliştirilmesini istediğiniz konuları (öneri) bizimle paylaşabilirsiniz. Amacımız, sizlerin destekleriyle daha iyi ve sürdürülebilir bir okul ortamı oluşturmaktır. Geri bildirimleriniz gizli tutulacak ve dikkatle değerlendirilecektir.

Mit diesem Fragebogen können Sie uns Probleme (Beschwerden) mitteilen, die Sie an unserer Schule erlebt haben, sowie Themen, die Ihrer Meinung nach verbessert werden sollten (Vorschläge). Unser Ziel ist es, mit Ihrer Unterstützung ein besseres und nachhaltiges Schulumfeld zu schaffen. Ihre Rückmeldungen werden vertraulich behandelt und sorgfältig geprüft.

You can share your complaints and subjects that you want to be improved through this form. Our goal is to create a better and sustainable school environment with your supports. Your feedback will be confidential and carefully reviewed.

1. Katılımcı türünü seçiniz. / Bitte wählen Sie Ihre Rolle:/Please select your participant type

- Öğrenci/ Schüler/(in) /Student
- Veli/Elternteil/Parent
- Öğretmen-Personel/Lehrer/in – Mitarbeiter/in/Teacher-Staff

2. Ad-Soyad /Name, Vorname/ Name-Surname

3. Geri bildirim türünü seçiniz. /Bitte wählen Sie die Art Ihrer Rückmeldung:  
/ Please select your feedback type

- Şikâyet /Beschwerde/ Complaint
- Öneri /Vorschlag/ Suggestion
- Yapıcı geri bildirim/Konstruktives Feedback/ Positive feedback

4. Geri bildirim detayını yazınız. / Bitte beschreiben Sie Ihre Rückmeldung im Detail./ Please write your feedback details

5. Bu konuyu herhangi bir öğretmenle ya da okul yönetimiyle konuştunuz mu? /  
Haben Sie dieses Thema bereits mit einem Lehrer oder der Schulleitung besprochen?/  
Have you already spoken to a teacher or school administration about this?

- Evet /Ja/ Yes
- Hayır /Nein/ No

6. Evet ise detay vermenizi rica ederiz /Falls ja, bitten wir Sie um nähere Angaben./ If yes, please provide details

7. Konunun çözümüyle alakalı beklentiniz/öneriniz nedir? / Welche Erwartungen oder Vorschläge haben Sie für die Lösung dieses Themas?/ What is your expectation/suggestion for solving of this subject?

8. Geri bildirimizin (öneri ya da şikâyet) uygulanması halinde kurumumuza sağlayacağı faydalar nelerdir? /

Welche Vorteile hätte die Umsetzung Ihrer Rückmeldung (Vorschlag oder Beschwerde) für unsere Schule?/ In case of implementation of your feedback, what are the benefits for our school?





ÖZEL ALEV OKULLARI

## Appendix 2

### PARENT- TEACHER MEETING FEEDBACK FORM

Formular über Auswertung von Elternbesprechungen

High School Teachers

Teacher – des Lehrers / der Lehrerin	
FIRST NAME – LAST NAME / Vor-und Nachname	
SUBJECT / Branche	
CLASSES TAUGHT/ Unterrichtende Klassen	

- **Messages you received regarding your subject or class that you consider appropriate to share:**

*Falls vorhanden, Bemerkungen der Eltern über Ihren Unterricht :*

- **Comments on student behavior:**

*Falls mitgeteilt, Ansichte der Eltern über das Verhalten der Schüler (innen) :*

**Information expressed by the parent that should be conveyed to school management:**



# VELİ GÖRÜŞME FORMU

Parent Meeting Feedback Form Appendix 3

Öğrencinin Adı-Soyadı		Öğrencinin Cinsiyeti	( ) K ( ) E
Velinin Adı-Soyadı		Öğrencinin Sınıfı\ Numarası	
Öğrenciye Yakınlığı		Veli; Telefon: E-posta	
Görüşme Konusu	() Sağlıkla İlgili Konular ( ) Akademik Konular ( ) Okula ve Çevreye Uyum		
	( ) Sosyoekonomik Konular ( ) Sosyal Uyum ( ) Ailevî Konular		
	( ) Yöneltilme ve Yerleştirme ( ) Davranış Sorunu ( ) Psikolojik Uyum ( ) Diğer		
<b>ÇALIŞMANIN ÖZETİ</b>			
<b>1.GÖRÜŞME</b>			
Görüşme Tarihi			
İş birliği Yapılacak Kişi/Kurum			
SONUÇ VE ÖNERİ			
	Ad-Soyad-İmza		
<b>2.GÖRÜŞME/İZLEME</b>			
Görüşme/İzleme Tarihi:			
İş birliği Yapılacak Kişi/Kurum			
SONUÇ VE ÖNERİ			
	Ad-Soyad-İmza		

ÖZEL EĞİTİM VE REHBERLİK HİZMETLERİ GENEL MÜDÜRLÜĞÜ



WELTWEIT  
UNTERRICHTEN

