



Özel Bilkent Schools

ACADEMIC COMPLAINTS PROCEDURES

FOREWORD

The Özel Bilkent Primary, Middle and High Schools wish to thank the students, parents, academic and administrative staff, who have contributed to the renewal and development of our school policies by participating in the process of formulating and recording our beliefs and procedures in the following policy documents: Child Protection Policy; Admissions Policy; Language Policy; Academic Honesty Policy; Assessment Policy; Inclusion and Special Educational Needs (SEN) Policy.

Our schools were established in 1994. Thanks to the support and feedback of our school community over the time since its foundation, we have witnessed strong growth in the numbers of parents wishing to offer their children an internationally minded education with us. The latest stage in our development was the authorization for the Middle Years Programme in 2018, which, by connecting the Diploma and Primary Years Programme, has ensured the consistent application of our curriculum philosophy across the three schools.

We welcome comments and constructive feedback on all our policies in order to contribute to further development and improvement in the delivery of our curriculum.

As a school community we are committed to working together to ensure that these policies are applied effectively, kept up to date, and adhered to within a positive mindset to the benefit of the whole school community.

This procedure document was last revised in May 2025. It will be revisited at the beginning of each academic year, or as needed in coordination with programme coordinators, teachers, administrators, parents and students.

Özel Bilkent Schools
IB DP/MYP/PYP Academic Complaints Procedures

Private Bilkent Schools is committed to offering an IB education that meets high standards in the delivery of the programs in its three uninterrupted International Baccalaureate (IB) programs and ensures that children receive an inquiry-based education with a global focus.

Schools aim to prepare students to realize their individual and career-related ideals on a personal and academic level and to enable them to contribute to meeting the needs of their context and society to create a better and more peaceful world for all.

In our desire to achieve our above objectives in the most effective way possible, the school welcomes feedback from students and parents who feel that the school has not met their expectations regarding **curriculum delivery, instruction or assessment, or other aspects of the schools' policies published online** (in accordance with Rules for IB Schools, Article 6), and considers it as an opportunity to support institution improvement.

In case of a dispute, parents have the right to submit a complaint by following the steps below in order to find solutions to the issues raised that are acceptable to all stakeholders.

In most cases, it is hoped that the issues will be resolved through joint working meetings with the employees who are primarily responsible for the effective delivery of the program.

Level 1 – Meeting with IB program coordinators (PYP, MYP, DP) / class teachers

First, if any issues arise where parents would like their dissatisfaction to be known, parents should raise their concerns directly with the relevant IB coordinator for the program.

- Parents are asked to provide a written statement of the issue complained of to enable the coordinator / class teacher to better understand the issue and gather any evidence necessary to investigate the issue raised.
- The person making the complaint should request a meeting with the relevant coordinator / class teacher, then they should meet with the coordinator / class teacher and present the issue. Arrangements for this can be made directly with the coordinator / class teacher by phone or e-mail, or by using the secretarial system at the school.
- The primary goal of the collaborative meeting at this level is to resolve the issue within the confines of the IB programme, so that the complainant understands that the matter has been handled fairly and professionally.
- In certain cases, the coordinator / class teacher may recommend that a consultant be involved in the process, as the issue raised may include personal as well as academic aspects.
- If the matter is resolved satisfactorily for all parties involved, no further action will be taken.

Level 2a – Formal complaints procedure

Level 2a; It allows complaints to be addressed through official channels open to all schools in accordance with national regulations.

- If a parent is unhappy with the outcome after a complaint has been dealt with at level 1 above, they can write to the principal of the relevant school explaining the issue.

- After the complaint in the written document is forwarded to the principal, this complaint is responded to within the official periods specified in the relevant regulations.
- The principal may arrange a meeting to rediscuss the matter and seek and find a solution acceptable to both parties.
- The director may decide, without a meeting, to issue a written response to the complaint outlining the corporate response based on applicable regulations.
- If the person making the complaint believes that the issue that gave rise to the complaint has not been resolved, they can appeal to a higher authority within the relevant regulations or follow the steps at level 2b to have it addressed further.

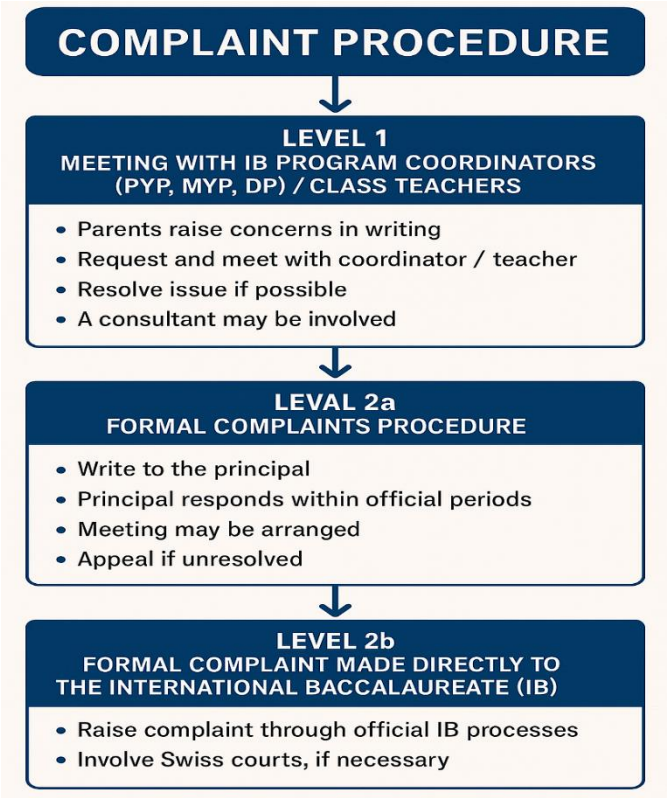
Level 2b – Formal complaint made directly to the International Baccalaureate (IB)

If the complaint relates to policies governed by the rules and regulations of the International Baccalaureate, the complainant may raise the complaint through the processes set out in the official IB documents.

- In this case, the school will inform the relevant parties, either through the principal or the IB coordinator, about the IB rules and regulations regarding the complaint and how to report their complaints to the IB.
- Complaints involving a legal conflict with IB rules may require the involvement of Swiss Courts, which have jurisdiction in cases involving the international rules and regulations of the IB organization, in the process of resolving the complaints directly with the IB.

In all cases involving a complaint, the school will do its best to ensure that the process is conducted fairly and equitably, while maintaining positive relations with those concerned.

COMPLAINT PROCEDURE



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graph TD; A[COMPLAINT PROCEDURE] --> B[LEVEL 1  
MEETING WITH IB PROGRAM COORDINATORS  
(PYP, MYP, DP) / CLASS TEACHERS]; B --> C[LEVEL 2a  
FORMAL COMPLAINTS PROCEDURE]; C --> D[LEVEL 2b  
FORMAL COMPLAINT MADE DIRECTLY TO  
THE INTERNATIONAL BACCALAUREATE (IB)];
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LEVEL 1 MEETING WITH IB PROGRAM COORDINATORS (PYP, MYP, DP) / CLASS TEACHERS

- Parents raise concerns in writing
- Request and meet with coordinator / teacher
- Resolve issue if possible
- A consultant may be involved



LEVEL 2a FORMAL COMPLAINTS PROCEDURE

- Write to the principal
- Principal responds within official periods
- Meeting may be arranged
- Appeal if unresolved



LEVEL 2b FORMAL COMPLAINT MADE DIRECTLY TO THE INTERNATIONAL BACCALAUREATE (IB)

- Raise complaint through official IB processes
- Involve Swiss courts, if necessary