



IŞIK SCHOOLS



**FMV IŞIK SCHOOLS
PARENT, LEGAL GUARDIAN & STUDENT
COMPLAINTS PROCEDURES**

CONTENTS

| | |
|--|---|
| • Our Mission | 3 |
| • Our Vision | 3 |
| • Aims | 3 |
| • IB (The International Baccalaureate®) Mission | 3 |
| • Purpose | 3 |
| • The Complaint Policy Definition and Philosophy at FMV Işık Schools | 4 |
| ○ Learning | 4 |
| ○ Resources & Procedures | 4 |
| ■ Step 1: Informal Resolution | 4 |
| ■ Step 2: Formal Resolution | 4 |
| • Conclusion | 5 |
| • Bibliography | 5 |
| • Complaint Policy Committee | 5 |

Our Mission

The primary guiding principle of FMV IŞIK Schools is to “**raise good citizens**”.

To this end, it aims to educate its students as individuals who are adaptable thinkers, lifelong learners, able to apply new ideas and methods, with ethical and cultural values, critical thinking skills and with respect for diversity. It also aims to raise students who contribute to social well-being and universal development with productivity in accordance with their own interests and abilities, and who are environmentally aware of a sustainable world, harnessing the transformative power of reason and science through innovative programmes.

Our Vision

In light of our values from the past, we enlighten the future through education.

Aims

The foundation of the educational philosophy of FMV IŞIK Schools is to achieve the following goals in line with the principles set by Atatürk:

- a) To ensure that our students acquire the knowledge and values related to the rights of all living beings, especially the rights of the child, within the framework of respect, peace and tolerance required by the culture of living in unity.
- b) To support our students in becoming inquiring individuals through their thoughts and actions, self-awareness, entrepreneurial outlook, innovation in creativity and productivity, and balanced in their social relations and developed in their thinking skills.
- c) To raise individuals who understand different cultures, have the skills to communicate effectively in a global context and understand the richness of diversity.
- d) To raise individuals who use their language skills at the highest level, especially their mother tongue, who are competent in English, who have developed communication skills in a second foreign language, and who play an active role in international events.
- e) To support our students' perception of national and universal knowledge and the values they have acquired through an active learning approach with a transformative perspective.
- f) To create learning environments where students can use innovative digital skills effectively, while respecting ethical values.
- g) To educate individuals who embrace universal ethics and academic integrity as a principle in all their endeavors.
- h) To ensure that our students become individuals with a developed sense of responsibility, autonomy, versatility and sustainable life skills.
- i) To enable our students to engage in national and international experiences with their scientific, social, artistic and sports skills through high quality education.
- j) To equip our students for higher education by helping them develop self-awareness and set goals aligned with their interests and strengths.

IB (The International Baccalaureate®) Mission

The International Baccalaureate® aims to develop inquiring, knowledgeable, and caring young people who help create a better and more peaceful world through intercultural understanding and respect.

To this end, the organization works with schools, governments, and international organizations to develop challenging programmes of international education and rigorous assessment.

This policy reflects the principles of academic integrity and the philosophy of FMV Işık Schools.

Purpose

FMV Işık Schools have established procedures for handling complaints and students' requests for appeals against IB programme decisions taken by the school. These procedures are widely accessible to all students and parents/legal guardians.

FMV Işık Schools ensure that parents or legal guardians are informed about the school's procedures for addressing complaints and appeals regarding IB programme decisions. Additionally, students and legal guardians are informed of the general characteristics of relevant programmes and how the school implements them.

The Complaint Policy Definition and Philosophy at FMV Işık Schools

FMV Işık Schools classify parent/legal guardian and student complaints or concerns into two main categories:

1. **Learning**
This includes the curriculum, students' learning needs and interests, planning, student well-being, feedback, assessment, and concurrent learning needs.
2. **Resources & Procedures**
This refers to time, physical and digital resources (such as school facilities and digital platforms), and human resources.

Both categories are designed to enhance programme delivery, contribute to the school community as a learning organisation and meet the ever-changing needs of individuals.

Any member of our school community, including parents, legal guardians, students, faculty, and support staff (e.g., accountancy, IT, or maintenance teams), can follow the procedures outlined in this document to raise concerns and request support. These procedures are shared with parents and students at the beginning of the academic year, and complaint/appeal forms are available on the school website and at the offices of the vice principals.

FMV Işık Schools value open communication and provide a positive, inclusive learning environment for all stakeholders.

The school is committed to addressing concerns fairly, transparently, and efficiently, as described in the following steps:

Step 1: Informal Resolution

The complainant should first attempt to resolve the issue informally by discussing the concern face-to-face with the relevant person.

- For concerns under **category one** (learning), the complainant should contact the subject teacher, head of department, or programme coordinator they believe can best address the issue.
- For concerns under **category two** (resources and procedures), the complainant should contact the programme coordinator or assistant principal.

Any complaint or concern raised at this stage will be recorded and reported to the school principal or head of school. The complainant will be informed within five working days about how the issue will be addressed. If the issue remains unresolved, the complainant may proceed to Step 2.

Step 2: Formal Resolution

If the complaint remains unresolved, a formal written complaint should be submitted to the school administration. A committee consisting of the school principal, an assistant principal, and the programme coordinator will conduct a thorough investigation.

The committee will base its resolution on the school's mission statement, educational philosophy, and relevant rules and regulations. In creating a resolution, the committee will prioritize the educational needs of learners, the well-being of stakeholders, and the improvement of the school community as a whole.

The complainant will be informed of the decision within five working days via a face-to-face meeting, email, or letter.

If the complainant is still dissatisfied, they may submit a written appeal to the Head of School representing the FMV Foundation. The appeal will be reviewed by the board of the FMV Foundation, and a final decision will be communicated.

All complaints will be handled with strict confidentiality, in compliance with applicable privacy laws.

Conclusion

FMV Işık Schools recognize complaints as an essential part of fostering a constructive learning environment. By encouraging open communication and collaboration, the school upholds a culture of respect, fairness, and transparency.

The Complaint Policy aligns with the Ministry of Education's Secondary Education Institution Regulations and the International Baccalaureate (IB) academic integrity policies, ensuring a consistent framework for addressing concerns.

As a living document, this is regularly reviewed and updated to meet the evolving needs of the school community, balancing individual needs with collective well-being.

Complaint Procedures Committee

The members responsible for this have been carefully chosen for their skills, experience, and dedication to the school's values. This team includes:

- FMV Director of Educational Institutions & Founder Representative
- FMV Director of Human Resources
- FMV Academic Coordinators
- School Principals
- FMV Işık Schools International Programmes Coordinators
- IB PYP and DP Coordinators
- Vice Principals
- Guidance Counsellors
- Department Heads
- Homeroom and Subject Teachers
- Librarians

This procedure was written by the committee and updated in **September 2024**. It is reviewed regularly to remain relevant and effective. The procedures will be made publicly available to the school community and published on the school's website.

Bibliography

- "IB Guide to Programme Evaluation," International Baccalaureate®, August 2023.
- "IB Programme Standards and Practices," International Baccalaureate®, April 2022.
- <https://www.fmv.edu.tr/>
- <https://www.ibo.org/>