

OBJECTIONS AND COMPLAINTS DIRECTIVE

PART ONE

Purpose, Scope, Basis, Definitions and Abbreviations

Purpose and Scope

ARTICLE 1- The purpose of this Directive is to regulate the principles and principles regarding the objection to accreditation decisions taken about a program that has been externally evaluated by SABAK and the complaint processes regarding the processes carried out by SABAK - SAK.

Basis

ARTICLE 2- This directive was prepared on the basis of Article 11 of SABAK's Working Regulations.

Definitions and abbreviations

ARTICLE 3- In this directive below definitions and abbreviations are refer to:

SAK: Health Sciences Education Programs Accreditation Board

SABAK: Association for Evaluation and Accreditation of Health Sciences Education Programs,

Establishment: SABAK and SAK

Institution: Institutions conducting health sciences education programs,

Commission: Appeals and Complaints Commission,

Program: Health sciences education programs.

PART TWO

Establishment, Duties and Responsibilities of the Objections and Complaints Commission

Organization of the Commission

ARTICLE 4 - SABAK Executive Board establishes a Objections Committee which consists of 5-person to examine the objections that may come from the institutions in each evaluation period. At least one member of this commission must have experience as a former member of SAK. SABAK Board of Directors appoints one person from among the commission members as chairman.

The duties and responsibilities of the commission

ARTICLE 5 - The duties and responsibilities of the Commission;

(1) To evaluate the objections to be made regarding the decisions made by SABAK within the scope of the program accreditation carried out by SABAK with the authority taken by SABAK and to submit the evaluation results to SABAK with their justifications,

(2) To evaluate the objections to the report prepared by SABAK with the authority given by SABAK and to submit the evaluation results to SABAK with their justifications,

(3) To evaluate the objections to the Development Report published within the scope of the Annual Monitoring Program carried out by SAK, with the authority given by SABAK, and to submit the evaluation results to SABAK with their justifications,

(4) To evaluate the complaints regarding the processes carried out by SABAK and SABAK and to present the evaluation results to SABAK with their justifications.

PART THREE

Objection and Complaint Process

Decisions That Can Be Objected

ARTICLE 6 - Objections to the accreditation decisions taken by SABAK, re-evaluation requests and re-visit requests can only be made against the decisions of “not granting accreditation”, “2-year conditional accreditation” and the final evaluation report or progress report.

ARTICLE 7 - Such objections or requests can be based on the opinion that the report or progress report is not appropriate solely due to some information errors of SABAK or an "not to give accreditation" or "2-year conditional accreditation" decision and final evaluation, resulting from evaluations contrary to SABAK's published criteria, regulations or guidelines.

Objection Period

ARTICLE 8- Objections must be made in written by the institution's official with justifications to the SABAK Board of Directors within thirty (30) days following the notification of the accreditation decision to the institutions. Objection for progress reports must be made in written within 30 days with justifications.

Evaluation of the Objection:

ARTICLE 9 -

(1) SABAK board of directors takes preliminary examination of the reasoned objection request from the institution. Evaluates the objection reasons. Within the scope of the evaluation, the final evaluation report, the draft report prepared by the evaluation team, the institution's 30-day response, the evaluator charts and the consistency commission report are taken into consideration, provided that it is based on the SABAK general evaluation criteria and accreditation evaluation findings and accreditation decisions (deficiencies, weaknesses, concerns and opinions). According to the evaluation result, the objection is accepted or rejected.

(2) In case the objection is accepted, the SABAK Board of Directors establishes a 5-person Objections Committee to examine the objections that may come from the institutions during each evaluation period. At least one member of this committee must have experience as a former member of SAK. SABAK Board of Directors appoints one person from among the commission members as chairman.

- (3) Copies of all documents submitted to the institution at different stages of the evaluation process, the institution's response during the evaluation process, and other documents submitted by the institution and SAK are submitted to the Objections Commission by SABAK.
- (4) In the objection application of the Institution, it is expected to give a response to the SAK evaluations on which the accreditation decision sent by SABAK is based. The institution also presents other necessary documents as evidence to support its objection. However, such evidence must have been given to SABAK by the institution during the evaluation process of the program for which an accreditation decision has been taken. Evidence that has not been submitted to the SABAK evaluation team during the evaluation process is not taken into consideration.
- (5) Program arrangements made after the FEDEK evaluation and the 30-day response of the institution are not considered by the Appeals Commission.
- (6) SAK to the Objections Commission to explain its views; provides evidence of the responses to the institution and the evaluations on which the accreditation decision was based.
- (7) In the decision of the Objections Committee meeting, only the written documents given by the institution and the SAK are taken into account. Institution and SAK representatives cannot attend this meeting. The decision to be taken by the Objections Committee is limited to the accreditation decision options that SAK can take.
- (8) The Objection Committee submits its decision to the SABAK Board of Directors within thirty (30) days from the commencement of the appointment, in a written report. The decision is finalized by the SABAK Board of Directors as a result of the evaluation of this report.
- (9) The decision and its reasons are notified in written to the institution and SAK by SABAK within fifteen (15) days after the decision is taken.

Complaint

ARTICLE 10 -

- (1) Institutions that are not satisfied with the processes carried out by SABAK and SAK can file a complaint in written or electronically with appropriate justification and evidence within 15 (fifteen) days after the dissatisfaction occurs.
- (2) Complaints are subject to preliminary examination by SABAK within seven days. As a result of the preliminary examination, complaints made without appropriate justification and evidence are rejected.
- (3) Following the preliminary examination, for non-refused complaints, SABAK's Board of Directors notifies the institution in written within 1 month.
- (4) The decision on the complaint is final

PART FOUR

Miscellaneous Provisions

Force

ARTICLE 11.

- (1) This directive consists of 11 items including this one.
- (2) This directive takes effect on the date it is approved by the SABAK Board of Directors.
- (3) The provisions of this directive are executed by the President of SABAK.