

Firat University Rectorate  
Dean of the Faculty of Health Sciences

**1.1. Complaint Review Workflow Process**

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graph TD
    subgraph "Complaint Application"
        A([The Complaint Application is forwarded to the Dean's Office by the document registration unit through methods such as notification, minutes, writing, etc..])
    end

    subgraph "Legal Affairs and Follow-up Office"
        B[To the Preliminary Review Officer determined by the Dean's instructions. file about the subject is presented in an organized manner.]
        C[From the Preliminary Reviewer  
The investigation file is examined in terms of procedure and documents.]
        D{Is the file complete?}
        E{Opening of an investigation  
Is it necessary?}
        F([Reviewer report  
in line with  
Appointment of an investigator  
Discipline by  
Investigation process  
is started])
    end

    subgraph "Faculty Secretary"
        G([APPROVAL])
    end

    subgraph "Faculty Disciplinary Board"
        H[ ]
    end

    subgraph "Dean"
        I[The complaint received is examined and a preliminary investigator is appointed.]
        J[NO]
        K([The relevant authority or information to the complainant in accordance with the Reviewer's recommendation is given and the file is closed.])
    end

    subgraph "Preliminary Reviewer"
        L[Preliminary review status in his research:  
1. Interview with the complainant and written defense,  
2. By hearing witnesses, if any prepares written minutes  
3. My own opinion on the subject including the evaluation of by preparing the report  
an investigation was opened  
The Dean's Office shall notify the Dean's Office of its decision not to open the case within 1 month. Note: If the review takes longer, the Dean's Office may request additional time.]
    end

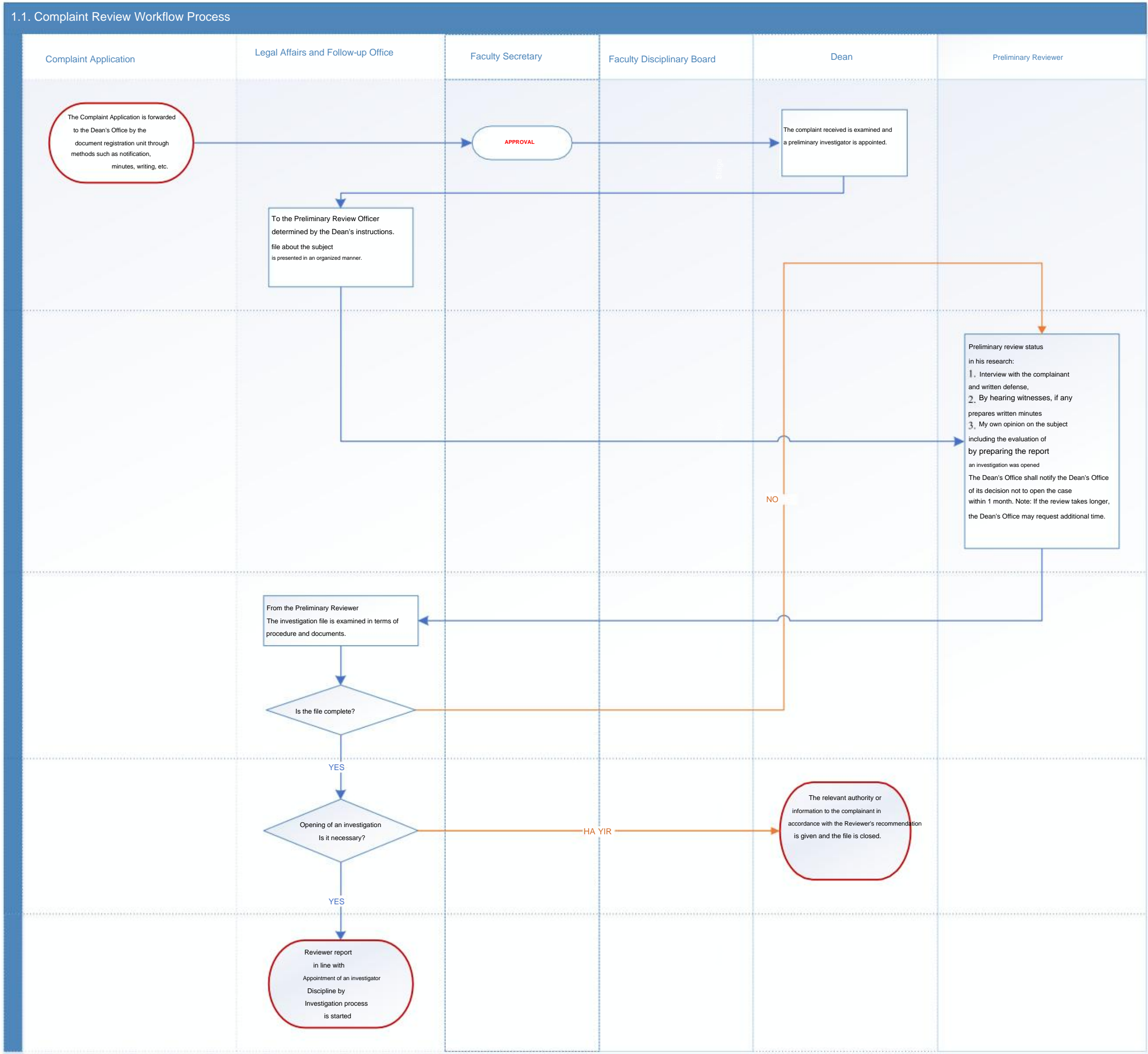
    A --> G
    G --> I
    I --> B
    B --> L
    L --> C
    C --> D
    D -- YES --> E
    D -- NO --> J
    E -- YES --> F
    E -- NO --> K
    J --> K
    
```

The diagram illustrates the Complaint Review Workflow Process, structured into six lanes representing different roles or departments:

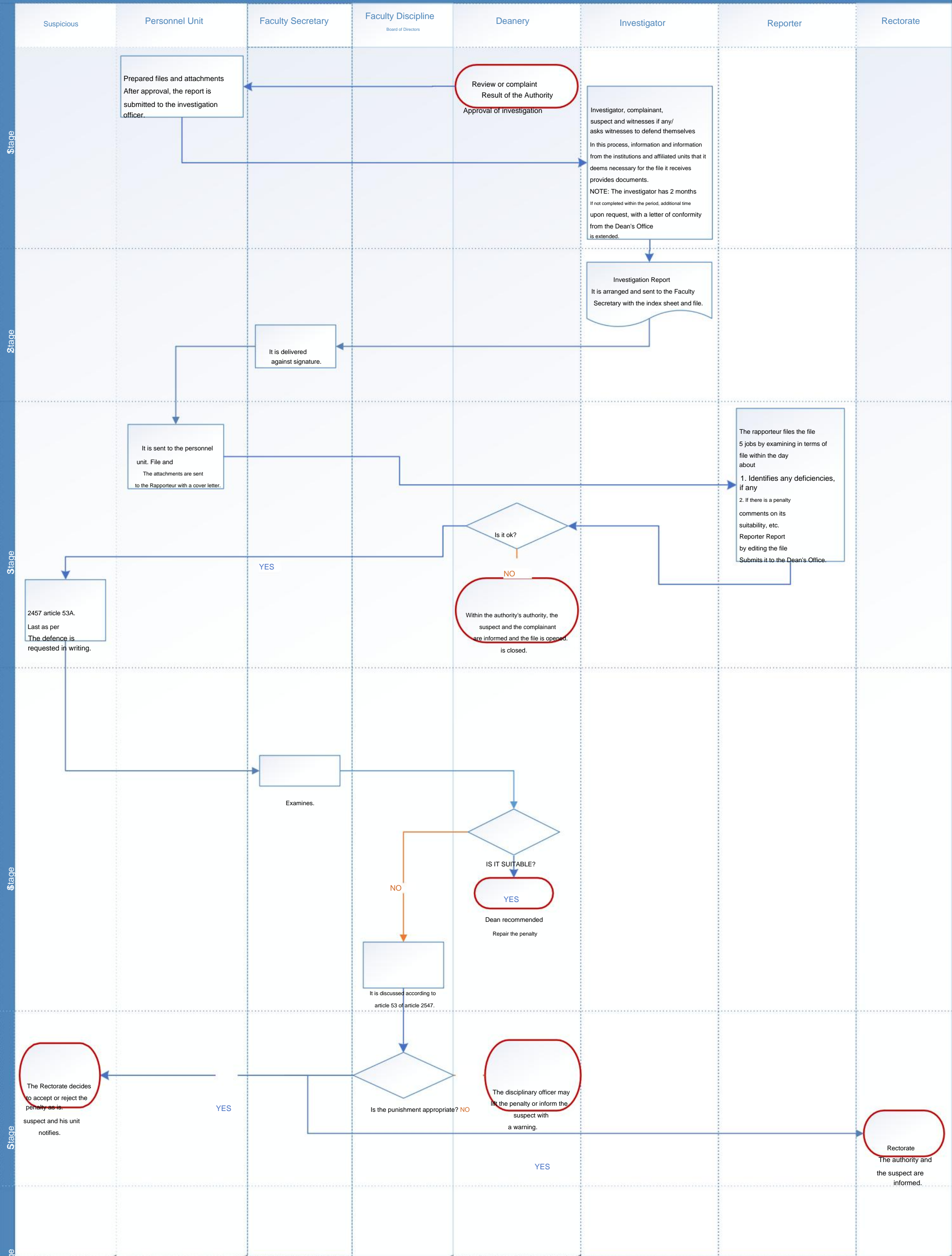
- Complaint Application:** The process begins with the Complaint Application being forwarded to the Dean's Office by the document registration unit through methods such as notification, minutes, writing, etc.
- Faculty Secretary:** An APPROVAL step is required.
- Dean:** The complaint received is examined and a preliminary investigator is appointed.
- Legal Affairs and Follow-up Office:**
  - To the Preliminary Review Officer determined by the Dean's instructions. file about the subject is presented in an organized manner.
  - From the Preliminary Reviewer: The investigation file is examined in terms of procedure and documents.
  - Decision points: Is the file complete? and Opening of an investigation Is it necessary?
  - Final outcome: Reviewer report in line with Appointment of an investigator Discipline by Investigation process is started.
- Preliminary Reviewer:** Provides preliminary review status in his research, including interview with the complainant, hearing witnesses, and preparation of minutes. It also notes that the Dean's Office shall notify the Dean's Office of its decision not to open the case within 1 month.

Flow details:

- The Complaint Application leads to the Dean's Office (examined and preliminary investigator appointed).
- The Dean's Office sends the file to the Legal Affairs and Follow-up Office (file presented in an organized manner).
- The Legal Affairs and Follow-up Office sends the file to the Preliminary Reviewer (review status provided).
- The Preliminary Reviewer examines the file (procedure and documents).
- A decision point: Is the file complete?
  - If YES, proceed to Opening of an investigation Is it necessary?
  - If NO, proceed to the Dean's Office (relevant authority/information given and file closed).
- Another decision point: Opening of an investigation Is it necessary?
  - If YES, proceed to the final Reviewer report.
  - If NO, proceed to the Dean's Office (relevant authority/information given and file closed).



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1.3. Criminal Investigation Workflow Process

