



Rules of Procedure for reviewing the statements/complaints related to the implementation of the mechanisms for external quality assurance of higher education

This guideline is designed for the higher education institutions that operate in Georgia and that are authorized/seek authorization, and defines the rules of procedure for reviewing statements / complaints related to the processes of external quality assurance of higher education, implemented by LEPL - National Center for Educational Quality Enhancement.

2020

Introduction

The Center is determined to pursue continuous improvement of external quality assurance processes of higher education. Various mechanisms of feedback are used for this purpose. Furthermore, it is important for the higher education institutions to be able to state their complaint/statement if the institution thinks that there was a possible violation or misconduct during the implementation of external quality assurance processes and/or if the institution thinks that the Center was not able to provide proper services during the implementation of the external quality assurance processes and has failed to fulfill its obligation properly. The rules of procedure for reviewing the complaints are used by the Center to identify possible shortcomings, to preclude them and to ensure continuous improvement of the evaluation processes implemented for the purposes of external quality assurance.

The purpose of the rules of procedure for reviewing a statement/complaint submitted in relation to the processes envisaged by the provisions of authorization and accreditation is the following: the quality assurance of the process, protection from risks and development, support for making fair and objective decisions.

Who can register a statement/complaint and how:

- A statement/complaint can be submitted by a representative of an authorized/authorization seeker higher education institution while the authorization/accreditation procedures are being carrying out or within a month after their completion.
- There are two ways to register a statement/complaint:
 - electronically: please fill in <https://eqe.ge/en/page/static/835/apelatsia-da-sachivrebi> “the form of a statement/complaint related to the implementation of the mechanisms for the external quality assurance of higher education” that you will find at the link, put your qualified signature on the form and send it via e-mail to the following address- info@eqe.ge
 - by bringing it to the chancellery of the Center: for this purpose, please bring the form mentioned in the previous paragraph to the LEPL National Center for Educational Quality Enhancement at the following address - second turn of Aleksidze St, N2, Floor 1.
- The statement shall include the following:
 - name (name and surname) and the address of the person that submits the statement/complaint;

- contact phone/mobile number (it is preferable to indicate an e-mail address as well in order to simplify communication);
- content of the statement/complaint, claim and circumstances. As well as the attached list, if any;
- for efficient and timely review of the statement, it is necessary to explain the situation in as much detail as possible and in a reasoned manner. It is necessary to attach the evidence if any.

Review of a complaint:

- If a statement/complaint is about violation of the [Code of Ethics of Experts of Authorization and Accreditation](#) by an expert, then the issue is reviewed by the ethics committee. As for the procedures that follow the review of the violation of the Code of Ethics by an expert, you can see them in the [Rules on Authorization and Accreditation Experts' Selection, Activities and Termination of Membership of Expert Pool](#)
 - within one month after the commencement of the administrative proceedings, the director of the Center makes a decision, which the applicant will be notified of as well.
- If a statement/complaint is about improper fulfillment of functions by an expert, then the statement/complaint is reviewed by the respective structural unit of the Center. You can see the rules of activities of the experts here: [Rules on Authorization and Accreditation Experts' Selection, Activities and Termination of Membership of Expert Pool](#)
 - within a month after the commencement of the administrative proceedings, the applicant receives information about the decision that was made.
- ▣ If a statement/complaint is about disciplinary misconduct by an employee of the Center or improper fulfillment of his/her functions, the statement/complaint shall be reviewed by an internal audit service at the assignment from the Center director. The functions of the employee of the Center in the process of external quality evaluation are stipulated here - [Rules on Authorization and Accreditation Experts' Selection, Activities and Termination of Membership of Expert Pool](#).
 - within the period of one to three months after the commencement of the administrative proceedings, the applicant receives information about the decision that was made.

Please, note:

- We ensure that your application does not impact on your future relationship with the Center, nor on the existing and future results;
- Also, the Higher Education Quality Assurance Service is always ready to receive any type of feedback within the scope of consultation meetings. In order to make an appointment, please address us at the following e-mail address: higher.ed@eqe.ge

Additional information:

In order to get additional information about a statement/complaint, please contact us at the following address:

National Center for Educational Quality Enhancement
City of Tbilisi the second turn on the Aleksidze st, N2,
Telephone: 0322 220 02 20; E-mail: mail address info@eqe.ge