



განათლების  
საინსონის განვითარების  
ეროვნული ცენტრი

## Rules of Procedure for Reviewing a Statement/Complaint Submitted Against an Authorized Higher Education Institution

This guideline defines the rules of procedure for the registration, review and establishment of the result of a statement/complaint submitted to the Center against an authorized higher education institution. The guideline is designed for stakeholders in order for them to get acquainted with the steps and terms of the process.

Tbilisi 2020

**Compliance of higher education institutions and higher educational program(s) with the authorization and accreditation standards:**

The higher education institution must always meet the requirements of the authorization and accreditation standards.

**Authorization standards for higher education institutions are as follows:**

- a) A mission and a strategic development plan;
- b) organizational structure and management;
- c) educational programs;
- d) HEI staff;
- e) students and their support mechanisms;
- f) research, development and/or other creative activities;
- g) material, information and financial resources.

**Accreditation standards for the higher educational programs:**

- a) The goal of an educational program, study outcomes and compliance of the program with them;
- b) teaching methodology and organization, adequacy of assessment;
- c) students' achievements, individual work with them;
- d) provision of resources for teaching;
- e) capacities for teaching quality enhancement;

In order to get acquainted with the standards, go to the following link: [Authorization](#), [Accreditation](#)

The Center reviews a statement/complaint if it reflects an alleged violation of authorization/accreditation standard(s).

**The goal of the process of reviewing a statement/complaint submitted against an authorized higher education institution:**

The goal of the process is for the Center to ensure the protection of authorization and accreditation standards at the higher education institutions, within the scope of supporting the establishment of a student-oriented environment and observing the principles of autonomy guaranteed for the higher education institutions.

### **Who can submit a statement/complaint and how:**

- A statement/complaint can be submitted by a student, personnel employed at the HEI and/or by other stakeholders.
- A statement/complaint can be registered electronically (info@eqe.ge) by the application form that is posted on the website if the form is signed with a qualified signature; it can also be registered on site at the building of LEPL National Center for Educational Quality Enhancement at the address: AleksidzeSt.N1, Floor 1.
- The statement shall include the following:
  - Identity and address of the person submitting the complaint;
  - The name of the institution whose legal act or action is being appealed;
  - The content of the complaint, the claim, and the circumstances that are the basis for this claim, as well as the attached list of documents, if any.

### **Advice for applicants:**

- 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;
- Before you appeal to the Center, it is preferable to use internal appeals mechanisms at the institution and to submit the received answer to the Center together with the complaint letter (if the HEI fails to provide an answer within the set deadline, reflect respective information in the application).

**Personal data protection:**

The Center observes the Law of Georgia "on Personal Data Protection" while reviewing the complaint. The personal information provided by you (name of an applicant and details of the statement, based on which the applicant can be identified) won't be sent to the institution without your consent. While exchanging the information with the institution, the personal information will be coded according to the requirements provided for by the law. Please note that exchange of personal data will help us resolve the issue quickly and more effectively.

**The results of the complaint review:**

The result of the complaint review cannot entail a compensation of tangible and intangible damage caused by the actions of the institution to the applicant.

The goal of the complaint review is to identify a shortcoming related to the institution and issue respective recommendation(s) in order to resolve the shortcoming and thus improve the quality of the institution, which automatically implies that such violations will be avoided in the future. Also, the applicant and the institution are continuously informed and introduced to the materials of the proceedings during the complaint review process. In some cases, detected breach of law at the institution or significant misconduct that causes a gross violation of the authorization/accreditation standards may lead to respective legal consequences, which are defined by the authorization and accreditation provisions.

Possible results of the complaint review are listed in the table:

| Goes beyond the scope of the Center's competence  | No violation was detected   | Violation was detected  |
|---|---|---|
| <p>The Center reviewed the application within its competence and established that the issue goes beyond the scope of its competence. An explanatory letter with substantiated position of the Center was sent to the applicant.</p> | <p>The Center reviewed the complaint and the position of the institution regarding this complaint.</p> <p>Based on the analysis of the materials of the proceedings, no violation of standards was detected.</p> <p>An explanatory letter was sent to the applicant and he/she was given a deadline for submission of additional evidence.</p> <p>Due to the fact that the applicant failed to provide evidence within the set deadline, the proceedings were canceled.</p> <p>The Center may give advice to the institution.</p> | <p>The Center reviewed the complaint and the position of the institution regarding this complaint.</p> <p>Based on the materials of the proceedings, a possible violation of authorization/accreditation standard(s) was detected, which requires additional examination.</p> <p>A monitoring group was established to visit the institution and elaborate a respective recommendation.</p> |

### Terms of proceedings:

While establishing the terms of proceedings, the Center considers the framework provided for by the General Administrative Code of Georgia.

Furthermore, the Center aims to provide a speedy and effective response to any complaint, which, itself includes the provision of respective advice/recommendations if necessary and/or of the monitoring group's evaluation in order to resolve a specific issue at the institution and improve the teaching-learning quality.

|                           |  |
|---------------------------|--|
| <b>0 days</b>             | <b>Registration of a complaint by an applicant<sup>1</sup></b>   |
| <b>1-3 business days</b>  | Review of the complaint by a representative of the Center: <ul style="list-style-type: none"><li>• The representative of the Center reads the complaint and, if it fits within the scope of the Center, the Center starts to examine it.</li></ul> |
| <b>4-15 business days</b> | If necessary, additional information is requested from the institution or the applicant:   |

---

<sup>1</sup> It is advisable to submit the statement/complaint as soon as possible after the violation takes place or after completion of the last stage of appealing this issue at the HEI.

|                            |   |
|----------------------------|---|
|                            | <ul style="list-style-type: none"><li>• If the statement lacks argumentation, the Center gives the applicant 3-5 business days to fill in the information;</li><li>• The Center requests the institution's position on this issue and gives it 5-10 business days to provide a position;</li></ul>  |
| <b>16-21 business days</b> | <p>Introduction of the results to the applicant and the institution:</p> <ul style="list-style-type: none"><li>• The results of the proceedings are introduced to the applicant and the institution, the proceedings move to the monitoring phase, if necessary;</li><li>• In case of creation of a monitoring group, the administrative proceedings continue for no longer than additional 90 calendar days after the order on the monitoring is issued.</li></ul> |

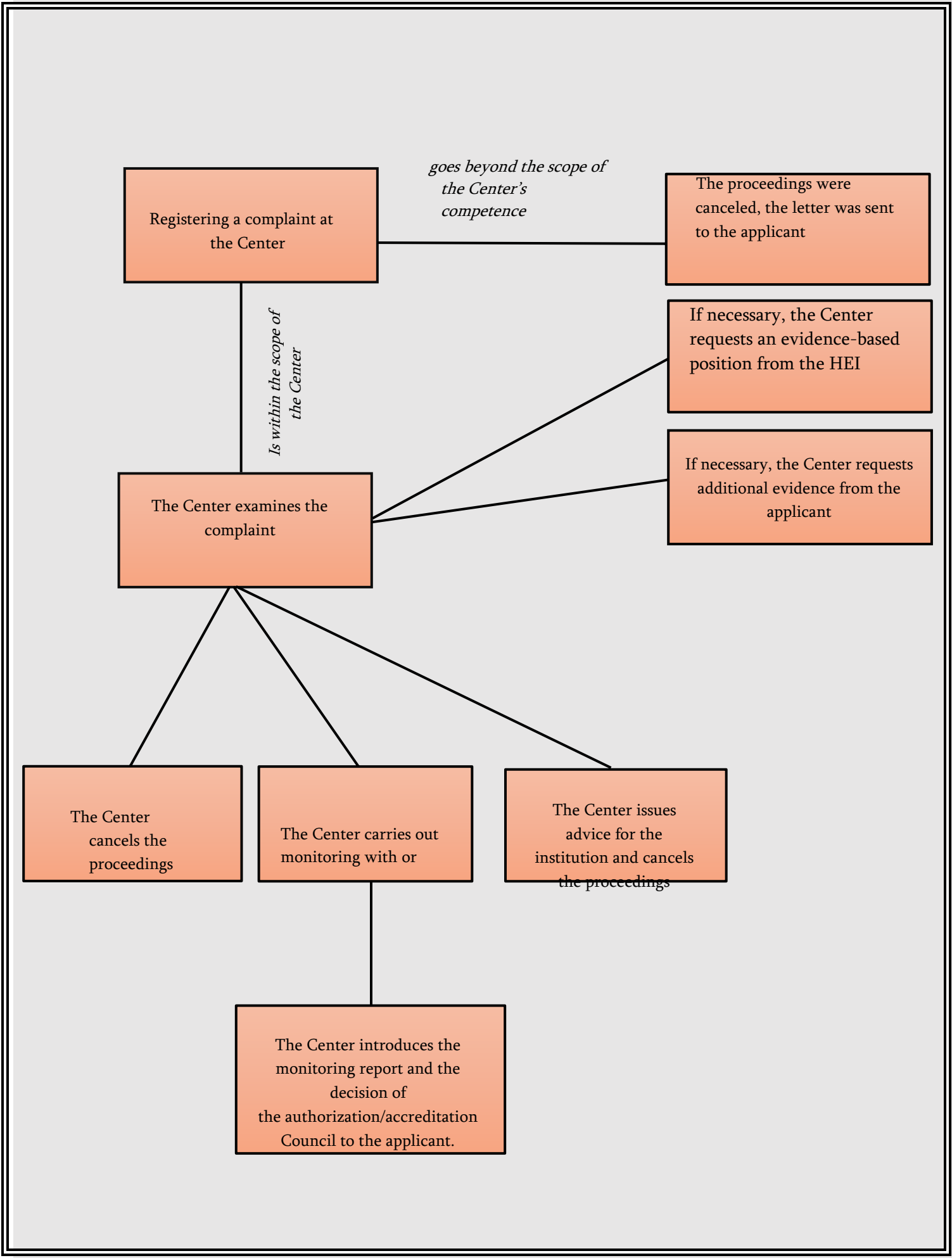
**Additional information:**

In order to get additional information regarding complaints, please contact us:

LEPL - National Center for Educational Quality Enhancement on the

Address: Tbilisi, the second turn on Aleksidze St, N2.

Telephone: 032 220 02 20, E-mail: [info@eqe.ge](mailto:info@eqe.ge)



Registering a complaint at the Center

*goes beyond the scope of the Center's competence*

The proceedings were canceled, the letter was sent to the applicant

*Is within the scope of the Center*

The Center examines the complaint

If necessary, the Center requests an evidence-based position from the HEI

If necessary, the Center requests additional evidence from the applicant

The Center cancels the proceedings

The Center carries out monitoring with or

The Center issues advice for the institution and cancels the proceedings

The Center introduces the monitoring report and the decision of the authorization/accreditation Council to the applicant.