



განათლების  
ხარისხის გარეგანი უზრუნველყოფის  
ეროვნული ცენტრი

Methodology for Reviewing Complaints Related to the  
Implementation of External Quality Assurance Mechanisms of  
Higher Education (Institution Authorization/Educational  
Programme Accreditation)

2023

This guideline is designed for the higher education institutions that operate in Georgia and are authorized/seek authorization and it defines the rules of methodology for reviewing a complaint related to the processes of external quality assurance of the higher education, implemented by LEPL - National Center for Educational Quality Enhancement (hereinafter referred to as the center).

## Introduction

The center is focused on continuous improvement of external quality assurance processes in higher education. Various mechanisms of feedback are used for this purpose. Furthermore, it is essential for higher education institutions to have the ability to voice their position if the institution thinks that there was a possible violation or misconduct during the implementation of external quality assurance processes, and/or if they believe that the center was not able to provide proper services during the implementation of the external quality assurance processes.

The methodology for reviewing the complaints are used by the center to identify possible shortcomings, to preclude them and to enhance the evaluation processes employed for the external quality assurance purposes.

Accordingly, the purpose of the complaint review methodology in relation to the processes provided for by the Regulation for Authorization of Education Institutions approved by the order N99/n October 1, 2010 of the Minister of Education and Science of Georgia (hereinafter referred to as the 'authorization regulation') and by the "Regulation on Accreditation of Educational Programmes of Higher Educational Institutions" approved by Order No. 65/N of the Minister of Education and Science of Georgia dated May 4, 2011 (hereinafter - the accreditation regulation) is to ensure the quality of the processes, risk protection and development, and to facilitate the adoption of fair and objective decisions.

## Who can submit a complaint and how:

A representative of a higher educational institution participating in the administrative proceedings provided for by the regulations of authorization/accreditation or another interested party can file a complaint during the period of the procedures envisaged by the authorization/accreditation regulations or within 10 calendar days after its completion.

There are two ways to register a complaint:

- **electronically:**  
Please fill out the "Complaint form related to the implementation of external quality assurance mechanisms of higher education" located at this link <https://eqe.ge/ka/page/static/835/apelatsia-dasachivrebi> , put your qualified electronic signature on the form and send it to the following e-mail address - [info@eqe.ge](mailto:info@eqe.ge)
- **By bringing the complaint at the center:** For this, please bring the form specified in the previous point to the center, at the address - 2nd lane of Aleksidze Street, №2, first floor.

A complaint shall include:

- name (name and surname) and the address of the person that submits the complaint;
- position with the higher educational institution/authorization-seeking institution (type of relationship);
- contact phone/mobile number (it is preferable to indicate e-mail address as well to simplify communication);

- content of the complaint, the claim itself and circumstances. Also the attached list of documents, if any.

For efficient and timely review of the complaint, it is necessary to explain the situation in as much details as possible and in a reasoned manner. And it is necessary to attach the evidence if any.

### **Methodology for Reviewing a Complaint:**

#### **➤ Violation of ethics norms by the expert/improper performance of functions**

- If the complaint refers to the violation of the code<sup>1</sup> of ethics of authorization and accreditation experts by the expert, the issue shall be considered by the Ethics Commission.
- If a complaint is about improper fulfillment of functions by an expert, then the complaint is reviewed by respective structural unit of the center.  
Within one month from the beginning of the administrative proceedings, the person submitting the complaint receives information about the decision.

#### **➤ Employee disciplinary misconduct at the Center.**

- If the complaint refers to a disciplinary offense by an employee of the center or/and improper performance of their functions, in this case, the complaint shall be considered in accordance with the rules established by the bylaws of the center based on the instructions of the director of the center. 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 and activities and termination of their expert pool membership (Article 9).
- Within three months from the start of the administrative proceedings, the complainant receives information about the decision.

Please, note:

*We ensure that in relation to you, the Center will follow ethical norms, taking into account the principles of confidentiality and protection of personal data, within the framework of the terms agreed with you.*

*The Higher Education Quality Assurance Service of the center is always ready to receive any type of feedback within the framework of meetings for sharing opinions. In order to make an appointment, please address us on the following e-mail address: [higher.ed@eqe.ge](mailto:higher.ed@eqe.ge)*

### **Additional Information:**

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<sup>1</sup> <https://eqe.ge/ka/page/static/857/akreditatsiis-ekspertta-shercheva>

In order to get additional information about a complaint, please contact us on the following address



NATIONAL CENTER FOR EDUCATIONAL QUALITY ENHANCEMENT  
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TELEPHONE: 0322 220 02 20; E-MAIL: MAIL ADDRESS [info@eqe.ge](mailto:info@eqe.ge)