

"AGREED"

Collective meeting of the Agency for
Accreditation of Educational Programs and
Organizations
Minutes No. 67-1 dated 05.09.2024



"APPROVED"

Director of the Agency for Accreditation of
Educational Programs and Organizations
B. I. Ismailov
Order No. 2/0101 dated 05.09.2024

Commission Regulations

Agencies for the Accreditation of Educational Programs and Organizations (AAEPO) for the consideration of appeals and complaints

1. In order to ensure the protection of the interests, guarantees and observance of the rights of educational organizations, as well as to consider Appeals / complaints, if any, from educational organizations undergoing the procedure of institutional and programmatic accreditation, the Agency for Accreditation of Educational Programs and Organizations forms a Commission for the consideration of Appeals and Complaints (hereinafter referred to as the commission).

2. Terms and definitions used in this Regulation:

An appeal is a reasoned written statement by an educational organization about disagreement with the preliminary results of an external assessment by an expert commission or with the decision of the Accreditation Council (hereinafter referred to as the AC) at the Agency for Accreditation of Educational Programs and Organizations (AAEPO).

The applicant is an educational organization (legal entity) that has filed an appeal or complaint.

A complaint is an expression of dissatisfaction, a demand from a subject to restore and protect violated rights or legitimate interests related to the quality of services, the actions of AAEPO employees or members of the expert commission during institutional accreditation or program accreditation.

3. The Commission shall consider the applicant's Appeals/ complaints in writing on an official letterhead signed by the head of the educational organization addressed to the director of the AAEPO, sent to the address: 47 Madieva str., 2a, Bishkek, which are recorded in the incoming information log and transmitted to the Chairman of the Commission. Oral appeals are not accepted.

2. Composition of the Commission

4. The Commission carries out its activities as a collegial body of the AAEPO. The Commission's activities are guided by:

- 1) The Civil Code of the Kyrgyz Republic;
- 2) Regulatory legal acts of the Kyrgyz Republic;

3) International treaties and agreements, norms and practices in the field of accreditation of educational organizations;

4) This Regulation and the regulatory documents of the AAEPO.

5. The Commission consists of 7 (seven) independent members, on a voluntary basis.

5.1. The members of the Commission are formed on the basis of the database of AAEPO experts and proposals from social partners and are approved by the decision of the AAEPO Directorate.

If the Chairman of the Commission is unable to attend the meeting, his powers are performed by his deputy.

The term of office of the members of the Commission is three years. In case of expiration of the term of office of the Commission members, a new composition of the Commission members is formed according to the above principle, or, in case of proper performance of their duties, the term of office of the current Commission members is extended by order of the Director of the AAEPO.

Prior to joining the Commission, a member must inform the Director of the AAEPO of the existence of circumstances (conflict of interests, etc.) that prevent his participation in the Commission meeting.

Members of the Commission who have a conflict of interest when considering the applicant's appeal/complaint at the meeting do not participate in making a decision on the appeal/complaint.

6. The Permanent Secretary of the Commission is an employee of the AAEPO.

7. The members of the Commission must respect confidentiality.

8. Members of the Commission may be dismissed on the basis of:

- a personal statement;
- if the activities of a member of the Commission contradict the regulatory legal documents listed in paragraph 4 of these Regulations, the AAEPO Charter and other internal documents of the AAEPO.

3. Grounds for filing:

9. Consideration of the applicant's appeal/complaint does not constitute a repeat procedure for institutional and/or programmatic accreditation of an educational organization.

10. If, based on the results of institutional or programmatic accreditation, an educational organization does not agree with the preliminary results of the external assessment or with the decision of the AAEPO AC, it has the right to apply to the Commission within 7 (seven) working days from the end of the external assessment or a written notification to the educational organization of the decision taken at the meeting of the AAEPO AC.

4. Documents, review procedure and decisions

11. The appeal is filed in the form of a written statement addressed to the director of the AAEPO on the official letterhead of the educational organization, signed by the head, which states:

- the name of the educational organization and/or educational program for which the accreditation process was conducted, and the results of the accreditation that are being disputed;
- justification.

12. By order of the Director of the AAEPPO, an Appeal/complaint review commission is established. Based on the results of consideration of the appeal/complaint, the commission submits an opinion for decision-making.

13. The meeting of the appeals commission is closed and may be held using interactive means of communication (videoconference, Skype, etc.).

14. The meeting of the appeals commission is valid if attended by at least 50% of the members of the appeals commission.

15. The decision on the appeal / complaint is made on the basis of a majority vote of the members of the appeal commission and is formalized by a protocol, which is signed by the chairman of the appeal commission and his members. In case of equality of votes, the vote of the Chairman of the appeal Commission is decisive.

16. Based on the results of the review of the conclusion, the Appeals Commission recommends that the Administrative Division of the AAEPPO make an appropriate decision.

17. The recommendations of the appeals commission submitted to the meeting of the AAEPPO AC must be well-founded and contain specific facts refuting or confirming the applicant's arguments explaining their right to appeal the decision.

18. The decision of the AAEPPO Administrative Division is notified to the applicant in writing by the AAEPPO within 14 (fourteen) calendar days after the decision of the AAEPPO Administrative Division is made.

19. If the appeal is satisfied, the Secretary of the Commission will reissue the necessary documents.

20. The decision on appeal/ complaint made by the AC at the AAEPPO may be appealed by the applicant in court in accordance with the current legislation of the Kyrgyz Republic.