



Report of the Ombudsman on Service Delivery

Georgian American Univeristy (GAU)

2019

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Information about the Complaints Received

Ombudsman's office has been operating since March 2018 at Georgian American University. This is an internal resource focused on GAU students, academic and administrative personnel. Ombudsman's office helps them solve certain issues and problems, existing within the University, that are identified by the Ombudsman charter.

The principles of ombudsman work are: independence, impartiality and confidentiality.

Since 2018, GAU Ombudsman received 9 issues. You can see the distribution of these issues by nature, demographics, etc.

As we can see below, university students/employees at GAU are mostly satisfied with their life at the university. The numbers clearly show that bureaucratic tendencies at GAU are extensively low and students/staff members enjoy increasingly high level of transparent system. Doubtlessly, such results inspire GAU to sustain and develop transparent system now with the help of Ombudsman's office too, and to advance friendly atmosphere in academic community.

Number of issues up to the end of March 2019	9
Nature of the issues	
Communication	4
Bureaucratic	3
Technical Issue	1
Financial	1

Demographic of issues (such as, gender, level of study, ethnicity, nationality [home/ foreign studies])

Distribution By Gender	Female	4
	Male	5
Distribution By Level of study	Bachelor	8
	Master	1
	Ph.d.	0
Distribution By Nationality	Local	7
	International (Russian, Azerbaijan)	2

How did the Ombudsman become involved?

Self-referral	3
Referred by staff	4
Referred by other students	2
Length of time for resolution (maximum and minimum)	3 Day

Nature of outcomes of complaints (ideally with numbers)

Number of solved Problems	9	
Satisfaction (5 Good - 1 Bad):	5	3
	4	5
	3	1
	2	0
	1	0

Number of cases not resolved	0
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