



## Report of the Ombudsman on Service Delivery at Caucasus University

In April, 2018 CU for the purpose of promoting the Counseling, Assistance, Student's Interests, Rights and Freedoms, revealing their breach, facts of violation and restoration of the violated rights, in cooperation with the European partners and AESOP (Establishment for Students through Ombudsman Position: 2015-3411/001/002). CU, through the decree of President Dr. Kakha Shengelia (N5 / 01-69; 5.12.2017) established and supports the Ombudsman's office in the Caucasus University, Doctor of Law and Associate Professor - Salome Kuchukhidze guidance.

In September 2018 Finally the Office of student Ombudsman was launched. Information about this was posted on the University web site. At the same time, a new, personal email account was created for the ombudsman via which any interested person can contact her. Also information leaflets have been created in two languages and disseminated throughout the University.

The Ombudsman has already considered two cases demonstrating the students are well informed about its functions and have started applying to it when dealing with particular problems.

Book case;

Mobility & Credit Accumulation and transfer case.

Case #1 - from first year student (male) Book Case

The lecturer reprimanded the student and told him that he had no right to use the copy of the textbook on the lecture.

As a result of consideration of this issue, it was decided to give a warning to the lecturers that they have to use a correct form for giving information to the student.

At the same time, the student was provided with information that only 30% of the copy is allowed by the copy right law of Georgian, and you cannot make a complete copy of the entire textbook. This is a copyright violation and is prohibited by Georgian legislation.

Case # 2- from 3rd year student (female).

Mobility and Credit Accumulation and Transfer Case. Student asked for help by the email.

The student protested against the absence of credits that he had acquired during the mobility process at another university.

Ombudsman's office gave the information that she was interested. The student have to make a decision on this issue before she will use mobility. She had information about it from the university and It was late to protest against what she had agreed on.

In both cases, students asked for help by the email. Ombudsman's office gave the information that they were interested.

This two Cases demonstrating that the students are well informed about functions of ombudsman and have started applying to it when dealing with particular problems.

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