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REPORT OF THE OMBUDSMAN ON SERVICE DELIVERY AT GANJA STATE UNIVERSITY

The Ombudsman Office of Ganja State University, through the project “Advocacy Establishment for Students through Ombudsman Position” (AESOP) via Erasmus+ Programme of the European, has been officially announced open to students and staff in May 22, 2018. Since the establishment of the center, to inform faculty members and students about the activities of the ombudsman, trainings, seminars, and meetings have been conducted. The topic of the trainings, seminars and meetings included regulations, students’ rights, and the procedure of applying to the ombudsman and so on. In addition several surveys and questionnaires used the purpose of which was to measure impact of Ombudsman Office. There have been created favorable conditions in the office in terms of having students in our office and listening to their complaints. We have visits to different departments and have meetings with students and faculty members.

Up to now, 21 complaints have been received by the Ombudsman Office since the office has been established. Nature of the complaints can be categorized as:

1. administrative behavior
2. delay on documentation
3. exams results
4. individual conflicts

In terms of demographic statistics of the complaints, 13 of the applicants were female and 8 of them were male. There have been 15 bachelors, 3 masters and 3 PhD students who have visited the Ombudsman Office so far.

With regard to the nature of the involvement of the ombudsman, there has been 8 self-referrals, 2 persons referred by staff, 7 persons were referred by other students, and 4 persons has been applied through other methods such as internet, email, and social media. Usually length of time for resolution of the cases has been from 1 day to 2 weeks.

Among the all 21 cases, 18 cases have been solved and only in 3 cases there has been no solution.

The main reason of unsolved cases was that parties did not come to agreement or the nature of the complaints have been unreasonable, so parties appealed to higher instances or their complaints has been sent back.

During the solution of the complaints, main difficulties were that the Ombudsman Office is relatively new and it takes some time to build trust. Initially people had doubts about the solution of the cases, but over time they grow trust in the office.

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