

Approval: Governing Board of Black Sea International University

Resolution #03, 10/01/2024

International Black Sea University

Ombudsman Regulation

Tbilisi

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Article 1. General Provision

1. The present regulation defines the main goals and tasks, functions, duties, powers, management organization, and structure of the administrative structural unit of the "International Black Sea University" LLC (hereinafter - the University) - the ombudsman;
2. The ombudsman directs based on the legislation of Georgia, international acts regulating the European space of higher education, the statute of the university, this statute, and other legal acts valid in the university.

Article 2. Functions of the Ombudsman

1. The purpose of the Ombudsman's activity is to facilitate:
 - a) Consulting and assisting students of the university, protecting the interests, rights, and freedoms of students and revealing the facts of their violation, as well as restoring the violated right in accordance with the rules established by the legislation of Georgia and internal normative acts of the university;
 - b) To consult administrative, support, academic, scientific, and visiting staff (hereinafter "Staff") on matters related to their rights and duties, the University's rights and obligations towards staff. Also, ensures the detection of facts of violation of the rights of personnel, their study and raising the issue before the relevant authorized persons of the university in order to respond;
2. The ombudsman advises students on the following issues:
 - a) About the structure of the university and the functions of the structural units;
 - b) About the mission of the university, internal grants and programs, exchange programs, and internal mobility;
 - c) About financial regulations in the university;
 - d) About ethics norms and rules defined by the Code of Ethics, principles of academic freedom
 - e) About the personnel performance evaluation system;
 - f) Regarding the rules related to the suspension, termination, and restoration of student status;
 - g) About the accumulation and transfer of credits;

- h) Regarding the mechanisms of protection of students' rights operating in the university.
 - i) On the legislation of Georgia related to the field of higher education;
 - j) In relation to other issues that are related to the rights and duties of students according to the legislation of Georgia and the internal normative documents of the university;
3. The ombudsman consults the staff on the following issues:
- a) About the structure of the university and the functions of the structural units;
 - b) About the mission of the university and the rules and procedure for issuing internal grants, and internal university funding for scientific research activities; Also, about the rules of participation in exchange programs;
 - c) About the salary policy at the university;
 - d) About ethics norms, bylaws;
 - e) On the rules related to the termination/extension of the labor contract/change of the essential conditions of the contract;
 - f) Regarding the mechanisms for protecting the rights of administrative and academic personnel.
 - g) Also in relation to other issues, which are related to the rights and duties of personnel according to the legislation of Georgia and the internal normative documents of the university.
4. The ombudsman, in accordance with the rules established in the university, is appointed and dismissed by the rector of the university.
5. A person who has a higher education in the field of law, at least 2 (two) years of professional work experience, and is fluent in Georgian and English languages is accepted for the position of ombudsman. Also, has communication and mediation skills in the field of rights protection. If necessary, additional qualification requirements for the ombudsman are established by the rector of the university.
6. The ombudsman is independent in his work and it is not allowed to interfere/influence the work in any way.

7. The ombudsman is accountable to the rector of the university and annually submits to him/her and the governing board a report on the work performed.

8. The ombudsman is also obliged to prepare and submit conclusions/recommendations to the rector for each specific case.

Article 3. Rights and duties of the ombudsman

1. The ombudsman has the right to:

a) To request from the relevant structural unit(s) of the university to familiarize themselves with the normative material listed below, as well as to provide information about the changes made to it:

- The statute of the university;

- By-laws;

- Normative material reflecting student ethics norms;

- Normative material reflecting the rights and ethics norms of administrative and academic personnel;

- Code of ethics;

- Other internal normative material that is directly related to students, academic, and administrative staff.

2. The ombudsman is obliged to:

a) Create an informative guide;

b) To plan meetings with students and staff to introduce the Ombudsman Institute and inform students, administrative and academic staff;

c) To ensure the reception of students and staff, listening to their claims, providing recommendations and consultations within the scope of authority;

d) To inform students and staff about their rights and duties;

e) To familiarize students and staff with the legal documents that are directly related to them;

- f) To provide information to the rector of the university about the identified problems;
- g) To submit an annual report and relevant recommendations to the rector of the university;
- h) Participates in the authorization/accreditation process within the scope of competence;
- i) Performance of other functions assigned by the immediate supervisor.

Article 4. Final Provisions

1. This provision shall enter into force immediately upon acceptance by the Governing Council;
2. Amendments to this regulation are made in accordance with the rules established by the university;
3. Changes are reviewed and approved by the university's governing board.