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**Approved**

**By AKKORK Supervisory Board**

**Minutes № 01 from 25 June 2014**

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**By AKKORK Supervisory Board**

**Minutes № 02 from 17 December 2019**

# APPEALS REGULATION

1. Educational organization, after receiving expert’s and/or decision on accreditation, may not agree with the conclusions of the expert team and/or with the decision of the Accrediting organization Accreditation Council. In such cases, an educational organization may submit an appeal to the accrediting organization, in writing and signed by the rector of the educational organization. Appeals in verbal form are not considered. The appeal shall specify exactly, which expert opinions (or conclusion of the Accreditation Council) not accurately reflect the situation in the educational organization. Appeal is sent to the AKKORK Supervisory Board in course of 10 days after the educational organization has been acquainted with results of accreditation.

2. AKKORK Supervisory Board after receiving the appeal, in course of 5 days notify the representatives of the educational organization of the fact that the appeal is received.

3. Appeal is considered by the AKKORK Supervisory Board, which approves the external committee, where are included representatives of AKKORK partner organizations. The committee line-up determined for each specific case by the Chairman of the Supervisory Board. None of the committee members shall have any relation to the assessment been the subject of the dispute. The required support is provided to the committee by the AKKORK employees, not related with the assessment been considered whatsoever.

4. The committee in course of 20 days shall consider:

* procedures, performed by experts,
* conclusions, made by them, and to verify,
* do the experts' conclusions remain correct and clear in the light of the issues, stated in the appeal.

4.1. In regard to the AKKORK experts panel

The committee shall determine whether the experts allowed procedural violations that could open to question the legitimacy of judgments, and, if violations are identified, to assess whether these violations affected the conclusions made by experts.

The committee shall also consider, whether the experts’ conclusions are justified and proportionate, as the legitimacy of the experts' findings becomes questionable if the information available to the committee shows that the experts took into account irrelevant facts and did not take into account the important results.

The Committee shall also find out whether the appeal contains materials that were not available to experts until the educational audit completion, and now are forcing experts to revise their results. If such materials are identified, the educational institution representatives shall explain to the Committee why such materials were not provided to the experts during the assessment.

4.2. In regard to the members of the Accreditation Council of Accrediting organization

The committee shall find out, whether any members of the Accreditation Council have interests, associated with competing educational institutions and other aspects that could call into question the legitimacy of decisions made.

5. Having considered all aspects of educational institution disagreement with the Accreditation Council decision, the committee may recommend:

* To confirm the Accreditation Council’s decision, Since, firstly, no evidence were found to indicate any significant procedural violations, and secondly, expert opinions were found to be justified and proportionate, and thirdly, it was found that the appeal does not contain materials that could improve the experts' conclusions, but were not available until the end of drafting the report;
* To revise the accreditation decision, if procedural violations were detected, causing doubts about the conclusions validity and/or invalidity and/or disproportion of expert opinions were confirmed.

6. Committee having finished the work, informs the Supervisory Board on its conclusions and recommendations.

Supervisory Board should consider the conclusions and recommendations of the committee and make a decision. The whole appeals procedure from the moment of appeal submission till the moment of Supervisory Board decision should not last longer than 3 months.