



**Republika e Kosovës**  
Republika Kosova - Republic of Kosovo



**Agjencia e Kosovës për Akreditim**  
Agencija Kosova za Akreditaciju  
Kosovo Accreditation Agency

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**REGULATION No.01/2024**  
**ON THE WORK OF THE APPEALS COMMITTEE OF THE KOSOVO**  
**ACCREDITATION AGENCY**

The Appeals Committee of the Kosovo Accreditation Agency,  
Pursuant to Article 22 paragraph 15 of Law No. 08/L-110 on the Kosovo Accreditation Agency,  
at the meeting held on 05.01.2024, approved:

**REGULATION No.01/2024**  
**ON THE WORK OF THE APPEALS COMMITTEE**  
**OF**  
**THE KOSOVO ACCREDITATION AGENCY**

**Article 1**  
**Purpose**

This Regulation aims to define the rules of the work, organisation and powers of the Appeals Committee of the Kosovo Accreditation Agency (hereinafter, the Appeals Committee) as well as the review procedure of appeals against the decisions of the State Council of Quality.

**Article 2**  
**Scope**

This Regulation shall apply to all appeals submitted by higher education institutions against the decisions of the State Council of Quality.

**Article 3**  
**Definitions**

The terms used in this regulation shall have the same meaning as the terms used in Law no. 08/L-110 on the Kosovo Accreditation Agency.

**Article 4**  
**The right to appeal**

1. Higher education institutions that are dissatisfied with the decisions of the State Council of Quality have the right to file an appeal to the Appeals Committee.
2. Appeals referred to in paragraph 1 of this article may be filed within 30 days from the day of receiving the decision of the State Council of Quality.
3. The appeal shall clearly specify the alleged procedural violations as well as all information and evidence supporting the appeal.

4. In the event of multiple appeals, each appeal shall be submitted separately, accompanied by the completed summary form.

## **Article 5**

### **Appeals review procedure**

1. All appeals submitted to the Appeals Committee shall be recorded in the protocol of the Kosovo Accreditation Agency.
2. The Appeals Committee examines the complaints of higher education institutions, based on the provisions of Article 22 of Law no. 08/L-110 on the Kosovo Agency for Accreditation.
3. The Appeals Committee shall not consider any evidence or information presented in the appeal which was not presented during the decision-making process in the State Council of Quality.
4. The Appeals Committee shall review the appeal and issue a decision within 30 (thirty) calendar days from the day of receipt of the appeal and supporting documentation.
5. If necessary due to the complexity of the given administrative case, the Appeals Committee may postpone, only once, the deadline for the decision for a maximum of another 30 (thirty) days.
6. Postponement referred to in paragraph 5 of this article shall last for as long as is necessary to complete the administrative procedure of reviewing the appeal, and shall be proportional to the complexity of the given case, but it shall not be longer than the initial deadline.
7. The party shall be informed of the procedural decision to postpone the initial deadline and the new date of its ending within the initial deadline and shall be justified.

## **Article 6**

### **Decision making in the Appeals Committee**

1. The appeals committee shall take a decision with the approval of the majority of the members.
2. If the Appeals Committee finds that the institution's appeal is unfounded, it shall take a decision to reject the appeal.
3. The decision of the Appeals Committee to reject the appeal shall be the final decision in the administrative procedure.
4. The party dissatisfied with the decision shall have the right to initiate an administrative dispute against the Decision of the Appeals Committee to reject the appeal, within thirty (30) days of receiving the decision.

5. If the Appeals Committee finds that the appeal submitted by the institution is well-founded, then it shall issue a decision to return the case to the State Council of Quality for reconsideration and final decision-making.

6. The State Council of Quality shall, in accordance with paragraph 5 of this Article, after re-examination, issue a final decision regarding the specific subject.

7. The party dissatisfied with the final decision-making of the NCQ shall have the right to initiate an administrative dispute, within a period of 30 (thirty) days after receiving the decision.

8. During the examination of appeals and the processing of decisions, the work of the Appeals Committee shall be assisted by the administration of KAA.

### **Article 7**

#### **Appointment, composition and mandate of members of the Appeals Committee**

1. The appointment, composition and mandate of the members of the Appeals Committee shall be defined by the provisions of Article 23 of Law No. 08/L-110 on the Kosovo Accreditation Agency.

2. In case of the end of the mandate or departure of the member before the end of the mandate, the replacement of this member shall be done according to the same procedure for appointing the members of the Appeals Committee.

3. Dismissal of the members of the Appeals Committee shall be done in accordance with the procedure defined in Article 24 of Law no. 08/L-110 on the Kosovo Accreditation Agency.

### **Article 8**

#### **Election of the Chair of Appeals Committee**

1. The Chair of the Appeals Committee shall be elected by the members of the Appeals Committee who are university professors.

2. Each member of the Appeals Committee shall have the right to nominate one of the members of the committee who are university professors for chair.

3. The Chair of the Appeals Committee shall be elected by a majority vote of the total number of members of the committee. If none of the candidates receives the required number of votes, then the voting shall be repeated.

4. If the Chair of the Appeals Committee is not elected in the repeated voting either, then the Appeals Committee shall be dismissed and a new Committee shall be appointed, according to the established procedure.

5. The Chair of the Appeals Committee shall be elected for a two-year term, with the possibility of re-election for an additional term.

**Article 9**  
**Dismissal of the Chair of Appeals Committee**

1. The proposal for the dismissal of the Chair of the Appeals Committee may be presented with the signature of at least two members of the Appeals Committee.
2. The proposal for the dismissal of the Chair of the Appeals Committee shall be justified by the proposers.
3. For the dismissal of the Chair of the Appeals Committee, the approval of the majority of the total number of members of the Appeals Committee shall be required.
4. In case of dismissal of the Chair of the Appeals Committee, the meeting shall be led by the oldest member, until the election of the new chair.

**Article 10**  
**Powers of Appeals Committee**

In accordance with the provisions of Law no. 08/L-110 on the Kosovo Agency for Accreditation, the Complaints Commission is competent to decide on the complaints of higher education institutions based on the provisions of Article 22 of Law no. 08/L -110 for the Kosovo Agency for Accreditation.

**Article 11**  
**Meetings of the Appeals Committee**

1. The meetings of the Appeals Committee shall be convened and chaired by the Chair of the Appeals Committee.
2. In absence of the chair of the Appeals Committee, the meeting shall be led by the most senior member of the committee, who will also sign the decisions of the relevant meeting on behalf of the Appeals Committee.
3. Invitations to regular meetings of the AC shall be sent at least one (1) week before the meeting, and all materials that will be the subject of treatment shall be sent to all members of the AC at least three (3) working days before the meeting.
4. The members of the Appeals Committee shall participate in the meetings of the committee.
5. Inability to attend a meeting shall be announced immediately. Absence in more than two (2) times in a row of the Appeals Committee without a valid reason shall result in the dismissal of the Committee member.
6. The Appeals Committee shall be supported by KAA. KAA shall be responsible for providing the necessary documentation and minutes keeping, and ensuring that a member of KAA

staff is present at the meeting to support the Appeals Committee with relevant advice and information.

**Article 12**  
**Initiation of the meeting and approval of agenda**

1. The director and administrative staff of KAA shall prepare the materials for the meeting of the Appeals Committee.
2. The agenda of the meeting shall contain the appeals received in the KAA.
3. The Chair of the Appeals Committee shall open, chair, interrupt and end the meeting.
4. At the beginning of the meeting, the chair shall determine whether there is a quorum, propose the agenda, open the discussion about the agenda, and determine the approval of the agenda. The proposed agenda shall be decided well in advance of the meeting.
5. The meeting of the Appeals Committee shall be valid if all members have been notified according to the law and three members of the Appeals Committee are present at the meeting.
6. As a rule, the meeting of the Appeals Committee shall be held in person. With the consent of the majority of all members, the meeting may also be held through video conference or other appropriate means of simultaneous remote communication.
7. The chair shall give the floor to the debater, declare the closure of the examination of the given topic, put the issue to a vote, determine the approval or rejection of the proposal, take measures to ensure the smooth progress of the work at the meeting, call the end of the meeting and undertake other actions necessary for the leadership and direction of the meeting according to this Regulation.

**Article 13**  
**The meeting process of the Appeals Committee**

1. After approving the agenda, the issues within the approved items of the agenda shall be reviewed and decided on.
2. The report and reasoning about each point of the agenda shall be presented by the Chair or the person designated by the Chair, after which the Chair opens the discussion.
3. All present members of the Appeals Committee may participate in the discussion and present opinions and proposals related to the issues to be decided according to the agenda.
4. The chair shall give the floor according to the order of presentation for discussion. At the meetings of the Appeals Committee, no one can discuss without taking the floor from the chair.
5. The chair shall have the right to ask the speakers to stick to the topic.

6. The chair shall have the right to interrupt the meeting, temporarily, for 30 minutes at most.
7. The chair shall have the right to terminate the meeting earlier if he/she finds that there are no normal conditions for holding the meeting.

#### **Article 14** **Decision making procedure**

1. Three members of the Appeals Committee shall be present (in person or online) for the decision of the Appeals Committee.
2. Before voting, the chair shall draft the proposal of the decision or request related to that item of the agenda.
3. After consideration and completion of the discussions, according to the item of the agenda, the AC shall take a decision or conclude according to the item on the agenda.
4. Voting is open with a show of hands.
5. If unable to attend in person, the member of the Appeals Committee may vote online. In addition to online voting, the Committee members shall also send their vote by e-mail. This e-mail shall be distributed to all other members of the Appeals Committee and included in the minutes of the meeting.

#### **Article 15** **Minute keeping**

1. Minutes shall be kept at every meeting of the Appeals Committee. The minutes shall be signed by the chair and the minute keeper.
2. The minutes shall contain the following elements:
  - place, date and time of the beginning and end of the meeting,
  - agenda,
  - list of participants and those who are absent,
  - all proposals and results of the respective votes, and
  - other relevant or material issues reviewed during the meeting.
3. Additional documents shall be attached to the minutes as an annex.
4. The minutes shall be drafted within fourteen working days after the meeting of the Appeals Committee, and shall be sent to the members of the Appeals Committee when sending the documents and materials for the next meeting of the Appeals Committee.
5. The minutes shall be approved at the next meeting of the Appeals Committee.

6. The minutes shall be stored in the archives of the KAA with the review materials according to the items on the agenda, as a long-term document.

**Article 16**  
**Final and transitional provisions**

1. For any issue not included in this Regulation, the provisions of the Law on General Administrative Procedure shall apply accordingly.
2. Amending and supplementing this Regulation may be done according to the same approval procedure of this regulation.

**Article 17**  
**Repeal**

Entry into force of this Regulation shall repeal Regulation No. 02/2019 on the Appeals Procedure with the Appeals Committee of the Kosovo Accreditation Agency.

**Article 18**  
**Entry into force**

This regulation shall enter into force on the day of approval by the Appeals Committee.

Pristina, 05.01.2024

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Prof. Dr. Ibish Mazreku  
Chair of Appeals Committee