

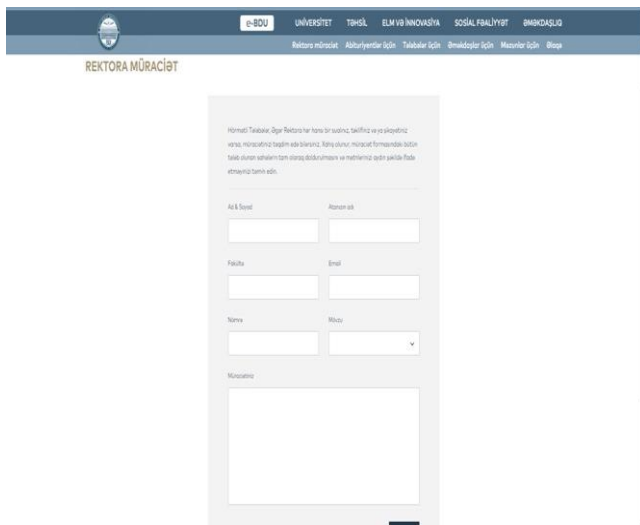


UI GreenMetric Questionnaire

University : Baku State University
 Country : Azerbaijan
 Web Address : <http://bsu.edu.az/en>
 SDG Focused Web Adress: <https://sdg.bsu.edu.az/>

[7] Data and Governance (GD)

[7.19] Whistle Blowing and Complaint System of the University (GD.11)



Example of student complaint box at Baku State University

Component	Description	Implementation Status
Institutional Framework	A structured whistleblowing and complaint management system is established to ensure transparency, accountability, and ethical governance across all university activities.	Fully implemented, regularly evaluated, and currently under revision
Scope of Application	Applies to all stakeholders, including students, academic staff, administrative staff, and external partners. Covers misconduct, corruption, academic malpractice, and administrative irregularities.	Institution-wide coverage
Reporting Channels	Multiple formal channels available, including direct communication with university leadership, written submissions to administrative units, and official internal reporting mechanisms.	Fully operational
Confidentiality Assurance	Strong confidentiality measures ensure that all reports are handled securely and sensitive information is protected throughout the process.	Implemented and enforced
Protection from Retaliation	Individuals reporting in good faith are protected from retaliation, discrimination, or adverse consequences.	Fully implemented safeguard mechanism



Complaint Handling Process	Structured procedures ensure that all complaints are reviewed fairly, timely, and transparently by relevant administrative and governance bodies.	Operational and standardized
Escalation Mechanism	Cases may be escalated to ethics or disciplinary committees for further investigation and decision-making when required.	Functioning governance mechanism
Integration with Governance System	The system is integrated into institutional quality assurance and governance structures to ensure continuous improvement and accountability.	Fully integrated
Awareness & Communication	Students and staff are informed about reporting rights, procedures, and channels through internal communication and awareness initiatives.	Ongoing implementation
Monitoring & Improvement	Regular monitoring, internal reviews, and system evaluations are conducted to improve effectiveness and responsiveness.	Continuous evaluation and revision
Overall System Status	A comprehensive, accessible, and protected whistleblowing and complaint system supporting institutional integrity and ethical governance.	Fully implemented, evaluated, and continuously improved

Description:

Baku State University has established a comprehensive whistleblowing and complaint management system to ensure transparency, accountability, and ethical governance across all academic and administrative processes. The system is fully implemented at the institutional level, regularly evaluated, and currently undergoing continuous revision to further strengthen its effectiveness, accessibility, and alignment with best international practices.

The system enables students, staff, and other stakeholders to safely report misconduct, unethical behaviour, corruption, academic malpractice, or administrative irregularities through multiple formal channels. These include direct communication with senior university leadership, submission of written complaints to designated administrative units, and official reporting mechanisms integrated into university governance structures.

A key principle of the system is confidentiality and protection from retaliation. Individuals who report concerns in good faith are protected from any form of adverse consequences, ensuring a safe environment for raising issues without fear of punishment or discrimination. This protection reinforces institutional trust and encourages responsible reporting behaviour across the university community.

All submitted complaints and whistleblowing reports are reviewed through structured procedures involving relevant administrative units and oversight bodies, ensuring fair, timely, and impartial assessment of each case. Where necessary, cases are escalated to disciplinary or ethics committees for further investigation and decision-making in accordance with internal regulations and the university's Ethics Code.

Baku State University has also integrated the complaint system into its broader governance and quality assurance framework, ensuring that feedback and reported concerns contribute to continuous institutional improvement. Regular monitoring, internal audits, and periodic system evaluations are conducted to identify areas for enhancement and ensure responsiveness to stakeholder needs.

In addition, awareness campaigns and internal communication activities are conducted to ensure that students and staff are informed about their rights, reporting channels, and procedures for submitting complaints. This contributes to a culture of openness, accountability, and ethical responsibility.



Overall, the whistleblowing and complaint system at Baku State University is fully operational, systematically evaluated, and continuously improved, reflecting the university's strong commitment to institutional integrity, transparency, and good governance.

To further strengthen and modernize the management of the educational process at BSU, significant emphasis is placed on actively engaging students in institutional decision-making through the systematic collection of their ideas, feedback, suggestions, and formal applications. This participatory approach ensures that students play a meaningful role in shaping the academic environment and improving overall university performance.

For this purpose, a "Student Complaint Box" has been installed in the university's main building, functioning under the direct supervision of the Rector to ensure transparency and accountability. In addition, a digital platform titled "Application to the Rector" has been integrated into the university's official website, allowing students to conveniently submit their concerns and proposals online at any time. All submitted applications—whether physical or digital—are individually registered, carefully reviewed, and promptly forwarded to the relevant structural units for appropriate action. Each case is handled with diligence, ensuring timely responses and effective resolution of issues. Throughout the process, strict measures are taken to safeguard students' rights, maintain full confidentiality, and prevent any form of discrimination or bias.

Furthermore, the university conducts regular analysis of the volume, nature, and trends of student applications. The insights gained from this data serve as a critical input for enhancing internal quality assurance systems, refining institutional policies, and improving service delivery. This continuous feedback





loop contributes to building a more responsive, transparent, and student-centred educational environment at BSU.

Additional evidence link:

- ❖ The BSU SDG 16 report highlights the university's role in promoting inclusive governance, justice, and strong institutions. It supports student participation, contributes to policymaking, and provides a platform for open dialogue, reflecting its commitment to transparency and accountability. For more information click the link:
<https://sdg.bsu.edu.az/report-on-sdg-16-peace-justice>
- ❖ The BSU SDG 16 (2025) report emphasizes the university's commitment to peace, justice, and strong institutions through inclusive governance, active student participation, and collaboration with stakeholders. For more information click the link:
<https://sdg.bsu.edu.az/uploads/files/SDG%2016%202025.pdf>
- ❖ The Anti-Bribery and Corruption Policy of BSU outlines the university's commitment to integrity, transparency, and zero tolerance for bribery and corruption. It sets clear rules prohibiting any form of improper payments or unethical behaviour, applies to all staff and stakeholders, and establishes procedures for reporting, monitoring, and addressing violations. The policy aims to ensure accountability and uphold ethical standards across all university activities. For more information click the link:
<https://sdg.bsu.edu.az/uploads/files/Anti-bribery%20and%20corruption%20policy.pdf>
- ❖ The Anti-Harassment and Anti-Discrimination Policy of Baku State University aim to ensure a respectful, inclusive, and equal environment for all individuals, regardless of gender, race, religion, or other characteristics. It strictly prohibits any form of harassment or discrimination, establishes reporting and investigation mechanisms, and enforces sanctions for violations. The policy also promotes awareness through training and guarantees protection and confidentiality for those who report issues. For more information click the link:
<https://sdg.bsu.edu.az/uploads/files/Anti-harrasment%20and%20anti-discrimination%20policy.pdf>
- ❖ The Ethics Committee of Baku State University (BSU) is an important body that ensures the observance of academic integrity, transparency, and ethical conduct within the university. The committee monitors compliance with ethical rules among students and staff, investigates cases of ethical violations, and makes relevant decisions. It also organizes awareness-raising activities, trainings, and discussions to promote a culture of ethical behaviour. Overall, the Ethics Committee contributes to strengthening fairness, responsibility, and academic integrity within the university environment. For more information click the link:
<https://sdg.bsu.edu.az/ethics-committee>