



## COURSE INFORMATION FORM

Course Name	Course Code
The Control of Public Services: Ombudsman	191114012

Semester	Number of Course Hours per Week		Credit	ECTS
	Theory	Practice		
4 <sup>th</sup>	2		2	3

Course Category (Credit)				
Basic Sciences	Engineering Sciences	Design	General Education	Social
				X

Course Language	Course Level	Course Type
Turkish	Undergraduate	Elective

Prerequisite(s) if any	-
Objectives of the Course	The aim of this course is to present to the students with the details of the public services and the supervision of the institutions that provide services. On the other hand, It is aimed to examine alternative dispute resolution methods which have gained importance in many jurisdictions in recent years.
Short Course Content	The course is about the control of public service. The Ombudsman Institution is an important actor in world practices in preventing human rights violations, ensuring equity, protecting citizens from being served badly and improving public service delivery. In the course, the practice in Turkey will be examined.

Learning Outcomes of the Course	Contributed PO(s)	Teaching Methods *	Measuring Methods **
1 With the related course, the organization, function, working methods of the ombudsman institution will be learned and the effectiveness of its decisions will be examined.	1,2,3,4,5,6,7	1,2,5,8	A,D
2 Students will both examine and recognize the independent public institution and learn how the control of public services can be realized at the administrative pre-judicial step.	1,2,3,4,5,8,9,10	1,2,5,8	A,D
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\*Teaching Methods 1:Expression, 2:Discussion, 3:Experiment, 4:Simulation, 5:Question-Answer, 6:Tutorial, 7:Observation, 8:Case Study, 9:Technical Visit, 10:Trouble/Problem Solving, 11:Individual Work, 12:Team/Group Work, 13:Brain Storm, 14:Project Design / Management, 15:Report Preparation and/or Presentation

\*\*Measuring Methods A:Exam, B:Quiz, C:Oral Exam, D:Homework, E:Report, F:Article Examination, G:Presentation, I:Experimental Skill, J:Project Observation, K:Class Attendance; L:Jury Exam

<b>Main Textbook</b>	<p>6328 sayılı Kamu Denetçiliği Kurumu Kanunu Kamu Denetçiliği Kurumu Kanununun Uygulanmasına İlişkin Usul ve Esaslar Hakkında Yönetmelik İsmail Dursunoğlu-Handan Boyalı-Serkan Gündoğdu, “Türkiye’de Kamu Denetçiliği Kurumu (Ombudsmanlık) İmajına Yönelik Bir Araştırma”, Ombudsman Akademik, Yıl: 7, Sayı: 14, Ocak-Haziran 2021, s.67-94, <a href="https://dergipark.org.tr/tr/download/article-file/1761273">https://dergipark.org.tr/tr/download/article-file/1761273</a> Hasan Tahsin Fendoğlu, “Kamu Denetçiliği (Ombudsmanlık) ve Anayasa Mahkemesine Bireysel Başvuru Hakkı”, Ankara Barosu Dergisi, 2013/4, <a href="https://dergipark.org.tr/tr/download/article-file/398126">https://dergipark.org.tr/tr/download/article-file/398126</a> Ahmet Ziya Çalışkan, “Ombudsmanlık ve Avrupa Birliği Ombudsmanı”, Selçuk Üniversitesi Hukuk Fakültesi Dergisi, Cilt 28, Sayı 3, 2020, s. 1263-1302, <a href="https://dergipark.org.tr/tr/download/article-file/1232171">https://dergipark.org.tr/tr/download/article-file/1232171</a></p>
<b>Supporting References</b>	<p>Tahsin Erdiç, Ombudsman ve Türkiye’de Kamu Denetçiliği, Legal Yayınları, 2015. Hasan Tahsin Fendoğlu, Kamu Denetçiliği (Ombudsmanlık), Yetkin Yayınları, 2011. Kemal Özden, Ombudsman (Kamu Denetçisi) Türkiye’deki Tartışmalar, Yetkin Yayınları, 2010. Ahmet Alkan Şimşek, Kamu Denetçiliği Kurumu Ombudsman Başvuru El Kitabı ve Mevzuat, Adalet Yayınları, 2013.</p>
<b>Necessary Course Material</b>	Applicable Legislation.

<b>Course Schedule</b>	
<b>1</b>	Ombudsman Concept, The Development Process of Ombudsman
<b>2</b>	General Legislation Review: Law on Ombudsman Institution (Law No. 6328) and The Regulation
<b>3</b>	Foundation and Qualifications of Ombudsman Institution
<b>4</b>	Personnel of Ombudsman Institution
<b>5</b>	Application Procedure
<b>6</b>	Application Deadline
<b>7</b>	The Decision Process of Ombudsman Institution
<b>8</b>	Mid-Term Exam
<b>9</b>	Ombudsman Institution on Other Countries -Student reviews
<b>10</b>	Obligatory Subjects To Be Included in The Decision
<b>11</b>	The Last Decisions After Review of Ombudsman Institution
<b>12</b>	The Decisions of Ombudsman Institution-Student Reviews
<b>13</b>	The Decisions of Ombudsman Institution-Student Reviews
<b>14</b>	General Evaluation
<b>15</b>	General Evaluation
<b>16,17</b>	Final Exam

Calculation of Course Workload			
Activities	Number	Time (Hour)	Total Workload (Hour)
Course Time (number of course hours per week)	14	2	28
Classroom Studying Time (review, reinforcing, prestudy,....)	14	2	28
Homework	1	2	2
Quiz Exam			
Studying for Quiz Exam			
Oral exam			
Studying for Oral Exam			
Report (Preparation and presentation time included)			
Project (Preparation and presentation time included)			
Presentation (Preparation time included)			
Mid-Term Exam	1	2	2
Studying for Mid-Term Exam	7	2	14
Final Exam	1	2	2
Studying for Final Exam	14	2	28
	<b>Total workload</b>		<b>104</b>
	<b>Total workload / 30</b>		<b>3,4</b>
	<b>Course ECTS Credit</b>		<b>3</b>

Evaluation	
Activity Type	%
Mid-term	40
Quiz	-
Homework	-
<b>Final Exam</b>	60
<b>Total</b>	100

<b>RELATIONSHIP BETWEEN THE COURSE LEARNING OUTCOMES AND THE PROGRAM OUTCOMES (PO) (5: Very high, 4: High, 3: Middle, 2: Low, 1: Very low)</b>		
<b>NO</b>	<b>PROGRAM OUTCOME</b>	<b>Contribution</b>
1	To understand, analyze and comment on legal problems, to be able to discuss these issues, to offer opinions and solutions, to relate these processes to real life.	5
2	To have judgment skills and abilities in the field of law, open to cooperation with others, able to work in harmony with them, keen on research and examination, and having knowledge at a	5
3	To have the knowledge to determine the provisions to be applied to legal disputes, to have the ability to analyze, discuss and evaluate the court decisions in the relevant field.	5
4	To have skills to assimilate and carry the rules of ethics and profession.	3
5	To have skills to approach critically and creatively on the legal and social problems in terms of rule of law and ideal of justice.	5
6	To have skills to understand the differences between the theory and practice of private and public law.	5
7	To be able to comprehend the importance of lifelong learning and to analyze legal, social, cultural and similar events and developments in the world, country, region and local and to be	3
8	To have the skills to conduct disciplinary and interdisciplinary research and study.	3
9	To grow up with the moral and ethical rules required by business life and to be able to use them effectively in the future.	4
10	To have skills to use vocational information technologies efficiently in solving legal problems.	3

<b>LECTUTER(S)</b>				
<b>Prepared by</b>				
<b>Signature(s)</b>				

26/07/2024