

## UNIVERSIDAD EUROPEA DE MADRID OMBUDPERSON REGULATIONS

### **Art. 1. Definition and Objectives**

The University Ombudsperson is in charge of safeguarding the rights and freedoms of students in relation to the actions of the various bodies and services of Universidad Europea de Madrid (hereinafter, UEM). To this end, the Ombudsperson shall provide information, advice and guidance on matters within his/her remit. In no case shall the activities undertaken by the Ombudsperson be of an executive or managerial nature; but shall always be aimed at improving the quality of the University in all its areas, shall not be bound by any mandatory instructions from any university authority, and shall be governed by the principles of independence and autonomy.

The University Ombudsperson shall keep confidential any personal information or classified data obtained in the performance of his/her duties.

The University Ombudsperson shall be governed by these Regulations, by the current regulations of UEM, and by any other applicable regulations.

### **Art. 2. Appointment**

- a. The UEM Ombudsperson shall be appointed by the Executive Committee for a renewable period of two years, and shall report to the latter and to the University's Academic Council.
- b. Dedication to the position of Ombudsperson may be part-time, but shall be incompatible with any executive or managerial role at the University.
- c. During the performance of his/her duties, the Ombudsperson shall, if necessary, be granted a partial exemption from his/her teaching load.

### **Art. 3. Duties**

The Ombudsperson:

- a. Advises students of their rights and obligations, in accordance with the current regulations of UEM.
- b. Deals with the students' queries and complaints, both individual and collective.
- c. Ex officio or upon request, detects problems in the functioning of UEM departments.
- d. Facilitates and channels suggestions about how to improve the functioning of the University.
- e. Requests information and cooperation from the various academic or administrative departments that make up the University.
- f. Receives notice of the initiation and resolution of disciplinary proceedings against students.
- g. Proposes solutions for both individual and collective disputes, and, in relation to the latter, holds regular meetings with the Student Government.

- h. Makes suggestions or recommendations to members of the university community, in relation to measures to be taken to improve the quality of the University.
- i. Proposes new formulas for resolving conflicts.
- j. Establishes contacts and information exchanges with persons in positions of responsibility at other universities.
- k. Reports to the Executive Committee, the Academic Council, and the rest of the university community on activities carried out.
- l. Forms part of the University Faculty.

#### **Art. 4. Procedures and Activities**

##### **4.1. Advice and Counseling**

The University Ombudsperson shall attend to students face to face, by telephone, by e-mail, or in writing. If the Ombudsperson considers it appropriate, he/she shall channel the matter in question to the person in charge of the department concerned.

##### **4.2. Complaints**

a. Any UEM student may formalize a complaint by writing an email to, or requesting a face-to-face meeting with, the Ombudsperson. In either case, students must leave a written record of their personal and academic details and explain the reasons for their complaint, providing appropriate supporting documents if required.

b. The University Ombudsperson shall reject any complaint submitted by a student anonymously, as well as any in which he/she observes bad faith, lack of foundation, or absence of a legitimate claim.

c. The Ombudsperson shall not proceed to investigate a complaint submitted by a student if it is the subject of pending legal proceedings in a court or tribunal. Likewise, the Ombudsperson shall suspend any investigation already under way should disciplinary proceedings be brought against a student on the basis of an offense defined in the academic and disciplinary regulations of UEM. This shall not prevent, however, investigation of the general problems raised in the submitted complaints.

##### **4.3. Mediation in individual and collective conflicts**

The University Ombudsperson may act as mediator, if such a procedure is accepted by the parties concerned, proposing compromise solutions for contentious issues and with the aim of reaching an agreement that puts an end to the conflict.

##### **4.4. Requests for information and cooperation**

a. In the performance of his/her duties, the University Ombudsperson may ask any member of the university community for information that will allow him/her to perform his/her duties.

b. The Ombudsperson may visit any academic or administrative department, previously having notified the person in charge, to verify in situ any information he/she may need in order to perform his/her duties, as well as ask to be sent files or documents for the same verification purposes. Such powers shall be limited only by the requirements of confidentiality and all other fundamental individual rights.

c. All university community bodies and members have a duty to cooperate with the University Ombudsperson in the performance of his/her duties, giving priority to a request for cooperation if the situation so requires.

d. All information obtained shall be subject to the requirements of confidentiality, notwithstanding the Ombudsperson's obligation to include certain relevant details when setting out the reasoned justification for his/her reports or recommendations.

#### **Art. 5. Resources and Facilities**

a. The Ombudsperson shall have at his/her disposal the Office of the University Ombudsperson, which is located on the Villaviciosa de Odón campus.

b. UEM shall provide the University Ombudsperson and his/her Office with the administrative staff and material resources necessary for the proper performance of his/her duties. In this respect, the Office of the University Ombudsperson shall have a budget allocation.

#### **Art. 6. Reports**

a. The University Ombudsperson shall submit a quarterly activity report to the Executive Committee and the Academic Council; and an annual report to the rest of the university community.

b. The annual report on the activities carried out by the Ombudsperson shall be a public document and made available on internet and intranet.

c. The reports shall not include any personal data that would allow public identification of the parties concerned in any investigation procedure.

#### **Final Provision**

These Regulations shall enter into force the day after they are approved by the Executive Committee of UEM, being made freely available among the members of the university community through the usual media.

Villaviciosa de Odón, June 23, 2008