
Activities of the ombudsman

A. Types of activities

The ombudsman **performs** the following types of activities in particular:

1. case work consisting of personal contact with the submitter of the complaint(s), including interventions leading to the resolution/investigation of those complaints,
2. receipt of suggestions for the resolution of systemic issues in relation to their tasks,
3. identification of problems and obstacles with a negative impact on the work, study and academic environments at the University,
4. methodology, training and creation of a suitable environment for the prevention and resolution of problems,
5. formulation of recommendations to the relevant bodies for the resolution of specific cases and processing of proposals for systematic changes in order to prevent them.

The ombudsman further accepts suggestions for the resolution of systematic issues in relation to their tasks. Additionally, he or she identifies problems and obstacles with a negative impact on the work, study and academic environments at the University, works methodologically and creates a suitable environment for the resolution of problems.

The ombudsman **does not perform** the following activities:

- amend, overturn or replace decisions of statutory bodies of the University,
- interfere in the activities and decision-making processes of other bodies,
- behave as an administrative body,
- take decisions concerning the rights and obligations of students,
- undertake activities with regard to labour-law relations.

B. Resolution of complaints

a) Situations that fall within the competency of the ombudsman

Following the receipt of a suggestion or complaint, the ombudsman contacts the complainant for further essential clarification of the situation and mutual agreement on the next steps in the resolution process. The actual form of the solution is at all times derived from the nature of the problems faced, needs and interests of the complainant. Possible solutions for complaints are strictly individualized and can take the following forms:

- Support and sharing in the difficult situation faced by the complainant, and because of which they have contacted the ombudsman, and seeking of a possible solution,
- Mediation of contact between the two sides in the conflict (e.g. student x teacher, member of staff x manager, etc.) and, ideally, the finding of a conciliatory solution to the conflict,
- Representation of complainants in complicated, and chiefly extremely sensitive, cases (e.g. sexual harassment),
- Support for the resolution of situations through contact with the responsible units of the University/faculties (e.g. department head, vice-dean, dean, etc.).

The ombudsman must deal with complaints or suggestions without undue delay, and within no more than 30 days or, for more complex cases, 60 days, of receipt of the complaint or suggestion.

b) Situations that do not fall within the competency of the ombudsman

Based on the ombudsman's knowledge of the case, the complainant is informed that the issue does not fall within the competency of the ombudsman. The complainant is, at the same time, given recommendations for how to proceed with the issue.