

## WHAT IS THE UNIVERSITY OMBUDSMAN?

The University Ombudsman is the member of the university community appointed by the Miguel Hernández University and chosen by the university staff, who guarantees the respect and protection of the legitimate rights and interests of its members, as well as compliance with the Statutes, by supervising all university activities.

### What are their tasks?

- 1** - To organise their activity with total freedom and to manage the budget and resources assigned to them explicitly in the annual budget of the university, so that they can carry out their tasks.
- 2** - To receive the complaints issued by any identified member of the university community, or who is not identified when the complaint is issued by members of the university bodies that represent said person.
- 3** - To implement the proposals they see fit for appropriately solving cases brought to their attention.
- 4** - To submit an annual report that includes their actions in an extraordinary and joint session of the university staff and the Governing Board. Afterwards, the university staff may approve proposals pertaining to any of its items, which will be binding.

We listen to different types of claims, complaints and queries connected to any university issue.

Both complaints and queries must be submitted to the University Community Ombudsman by the interested person or the person assigned by the former, who must be duly identified.

They can preferably be submitted through the form available to that effect on the University Ombudsman website, in person at the Office of the University Ombudsman or via registered letter. Likewise, they can be submitted at the university's General Registry.

## MEDIATION

The University Ombudsman may hold, of their own motion or upon request by a party, mediation and conciliation acts conducive to an agreed solution of conflicts.

Therefore, we act in mediations or conciliations as long as we are called upon by all the parties involved in a conflict.

Any member of the university community, in their own name or in the name of a group of people, may address their mediation request to the University Ombudsman in writing, including their personal data, address for the purpose of communications and specifying the reason and intent for contacting the University Ombudsman.

*Mediation is a means that attempts to solve controversies where two or more parties voluntarily try to reach an agreement, with the intervention of the Ombudsman as the mediator.*

### Mediation protocol:

- 1.-** After receiving a petition for mediation which must clearly include the proposed intent, it will be sent to all parties involved, thus confirming it has been received. A written answer expressly stating whether mediation has been accepted or not will be sought.
- 2.-** If no answer has been received at the office of the University Ombudsman 15 school days after the document was received, the mediation will be understood as not accepted.
- 3.-** After the mediation has been accepted, the University Ombudsman will notify the interested parties in writing within the following 15 school days so that they may issue written allegations and submit any relevant documents.

4.- After these 15 days, the University Ombudsman will summon the interested parties for a joint session at their office, where an attempt at conciliation will be made. The minutes of the session will be recorded, registering allegations, agreement proposals, whether conciliation has been achieved or not, and the terms. The minutes must be signed by all parties. The unjustified non-appearance of any of the parties will result in the minutes stating "no agreement due to the non-appearance of one of the parties".

*If no agreement is reached, the University Ombudsman may issue a recommendation, notifying the parties involved in the conflict and their hierarchical superiors.*

5.- The conclusions and agreements resulting from the mediation and conciliation session will also be recorded in a document which must be signed by the University Ombudsman and the interested parties, and which is equally binding for the interested parties.

6.- The Ombudsman will perform the relevant follow-ups to monitor compliance with the agreements reached.

## **RECOMMENDATIONS**

The University Ombudsman may issue warnings, recommendations, reminders of duties and suggestions to the academic, administration and services authorities to implement further measures.

If no suitable measure has been implemented by the relevant authority after issuing these recommendations, or said authority fails to notify the University Ombudsman of their reasons for not implementing it, the latter may notify the corresponding Vice-Rector, Manager or Rector of the background and the proposed recommendations.

*Even though the University Ombudsman does not have the power to modify or cancel the deeds and decisions of the university administration, they can suggest a modification of the criteria used to produce them.*

If, as a result of their investigation, the University Ombudsman confirms that rigorous compliance with a provision may cause situations that are unfair or harmful for the members of the university community, they may suggest a modification to the relevant body or service.