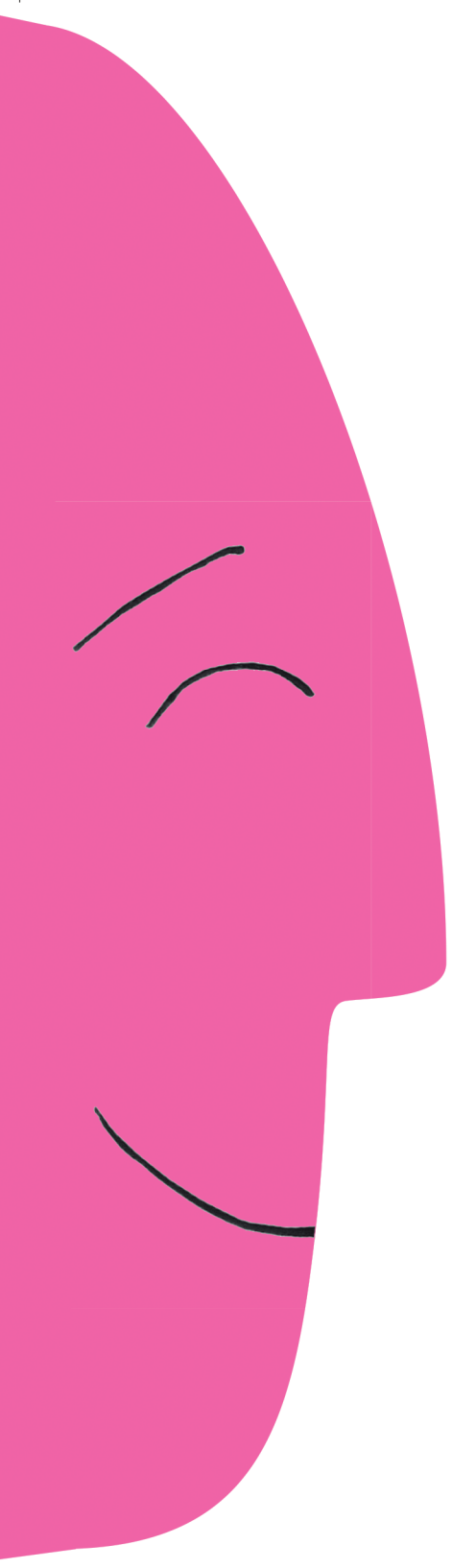


# Problems at the University? Look inside!



# Who is an Ombudsman?

Ombudsman office is an academic representative body for students and staff related matters. Ombudsman offers assistance and support in various university issues. The function of ombudsman is of highly confidential nature and guarantees anonymity to all visitors.

**Read more: [www.ombudsman.uw.edu.pl](http://www.ombudsman.uw.edu.pl)**

## Ombudsman's proceedings

You may contact the Ombudsman in the following situations:

- \* **If you need an opinion from an outsider** or someone who will hear your problems in strict confidence and advise on the further course of action;
- \* **If you need assistance** in resolving a complicated matter, which you cannot handle on your own;
- \* If you think **you have been treated unfairly**;
- \* **If you are in conflict** that affects your functioning at the university;
- \* If you **need a mediator or a facilitator**;
- \* **If you do not know who to address** with your problem.

## Inquiries

Cases may be reported to the Ombudsman by individuals, such as employees, students and doctoral fellows, organizational units of the University of Warsaw, and student government bodies.

Ombudsman may also act on his own initiative.

# Help

## Ombudsman may:

- \* Listen to your concern, help diagnosing the problem and choosing solution,
- \* Support you in solving conflict,
- \* Recommend mediation and help starting it,
- \* Inform about rules and regulations applicable at the University of Warsaw,
- \* Help getting information and clarifying the case in appropriate unit,
- \* Transmit provided information to the University's authorities,
- \* Recommend Rector a change in policy, regulation or rules.

# Standards of practice

- \* **Independence** – The Ombudsman is independent in structure, function, and appearance to the highest degree possible within the organization.
- \* **Neutrality and Impartiality** – The Ombudsman, as a designated neutral, remains unaligned and impartial. The Ombudsman does not engage in any situation which could create a conflict of interest.
- \* **Confidentiality** – The Ombudsman holds all communications with those seeking assistance in strict confidence, and does not disclose confidential communications unless given permission to do so. The only exception to this privilege of confidentiality is where there appears to be imminent risk of serious harm.
- \* **Informality** – The Ombudsman, as an informal resource, does not participate in any formal adjudicative or administrative procedure related to concerns brought to his/her attention.

# About University of Warsaw

The University of Warsaw, established in 1816, is the largest university in Poland. It provides graduate courses for 53,000 students (on top of over 9,200 postgraduate and doctoral candidates). In 2014 the University won the national ranking of universities. The University offers some 37 different fields of study, and over 100 specializations in Humanities, Technical as well as Natural Sciences.

# Contact

You may refer to Ombudsman in person, by phone or via email.

Ombudsman Office hours: Mondays and Thursdays from 11 a.m. till 2 p.m.

It is recommended to make an appointment in advance. However, you may visit the Ombudsman during the office hours without notice, but the priority is given to the scheduled visitors.

## Contact:

Dobra Street 56/66 (first floor, room 1.60 C)

00-312 Warsaw, Poland

e-mail: [ombudsman@uw.edu.pl](mailto:ombudsman@uw.edu.pl)

Phone: +4822/55 27 214, +4822/55 27 813

[www.ombudsman.uw.edu.pl](http://www.ombudsman.uw.edu.pl)

