



**ORDINANCE No.30
OF THE RECTOR OF THE UNIVERSITY OF WARSAW
of 16th of August 2011**

on the appointment of the University Ombudsman

Pursuant to § 35 of the Statute of the University of Warsaw (UW Monitor UW, 2006, No. 7A, item 94, as amended) it is decreed as follows:

§ 1

The office of the Ombudsman (hereinafter referred to as "the Ombudsman") shall be appointed at the University of Warsaw (hereinafter referred to as "the University")

§ 2

The Ombudsman shall promote high ethical standards and efficient methods of dispute and conflict resolution; assist individuals – employees, students and doctoral fellows - as well as organizational units of the University in resolving disputes and conflicts, and recommend solutions aimed at improving the operation of the University to the Rector.

§ 3

The Ombudsman is appointed by the Rector for the period of 4 years. The first term of office of the Ombudsman shall last until the end of the Rector's term of office and finish on the 31st of August 2012.

§ 4

The Ombudsman shall take action upon:

- 1) a request of a member of the academic community
- 2) a motion of a student or doctoral fellow government body;
- 3) a motion of the Rector of the University
- 4) a motion of a university organizational unit
- 5) the office's own initiative

§ 5

1. The Ombudsman shall act in accordance with the principles of confidentiality, impartiality and neutrality.

2. The Office of University Ombudsman shall operate independently of other organizational units of the University.

§ 6

The activity of the Ombudsman is based on the code of ethics and the standards of practice defined by the International Ombudsmen Association.

§ 7

The duties of the Ombudsman's include:

- 1) providing interested parties with proper information on the functioning of the University and the legal regulations applicable on its premises;
- 2) indicating and/or contacting with proper organizational units of the University in order to obtain specific information or explain a case;
- 3) assisting parties in conflict resolution, consisting primarily in helping them diagnose the problem and determining the proper solution, or in resolving the problem independently;
- 4) recommending mediation and referring interested parties to the Centre for Dispute and Conflict Resolution at the Faculty of Law and Administration of the University of Warsaw;
- 5) promoting alternative methods of dispute resolution in the academic environment;
- 6) providing the Rector with information and recommendations related to the indication of necessary systemic changes and modes of operation. in the area of the Ombudsman's competence.

§ 8

The Ombudsman shall perform the tasks mentioned in § 7 by:

- 1) discussion and consultation with the interested parties;
- 2) providing proper written information in justified cases;
- 3) taking initiative in identifying and contacting the parties involved in a conflict and organizing individual as well as joint meetings between them;
- 4) explaining the idea of mediation and other alternative methods of conflict resolution to the parties;
- 5) collaboration with the Center mentioned in § 7 item 4, the disciplinary committees and the Rector's Anti-Discrimination Committee operating at the University;
- 6) assistance and co-organization of training programs at the University, on the effective management of conflicts and interpersonal relations, as well as conferences on alternative methods of dispute resolution;
- 7) popularizing information on the Ombudsman's activities in organizational units of the University and collaborating with them in order to promote effective conflict resolution and alternative methods of dispute resolution;
- 8) collaboration with other university ombudsmen in Poland and abroad.

§ 10

If a case reported to the Ombudsman lies outside the competences of the office, the Ombudsman shall refer the interested party to a competent institution, appointed to deal with such cases.

§ 11

The Ombudsman shall submit a written report on her/his activities to the Rector by the 31st of January of each year.

§ 12

The present Ordinance shall enter into force upon signature.

Rector of
the University of Warsaw

Prof. Katarzyna Chałasińska-Macukow, Ph.D