

Ombudsman Regulations

Article 1 - The Legal Framework

The functioning of the Ombudsman is carried out within the framework of the Statutes of the Domuni-Universitas University.

Article 2 - Scope of Application

These regulations apply to all members of the academic community and cover all activities of the university. It especially concerns students after they have registered on the Moodle platform.

Article 3 - Responsibility

The present regulation is under the responsibility of the Rectorate.

Article 4 - Appointment

The Ombudsman shall be appointed by the president of the responsible community on the recommendation of the Rector.

The term of office is the same as that of the Rectorate, five (5) years. This term may be renewed.

The Rectorate sets the terms of engagement of the Ombudsman.

The Ombudsman may resign, after three (3) months' notice.

Article 5 - Functions

The Ombudsman ensures that all cases are dealt with fairly and equitably, with respect for fundamental rights.

5.1 IMPARTIALITY

He acts impartially, neutrally, and independently.

He may not hold any other academic position, in order to avoid any conflict of interest.

5.2 COMPLAINTS

He/She shall receive complaints from the persons referred to in Article 2.

He/She has the power of investigation if they consider the complaint admissible, i.e. if they have reason to believe that a person has been aggrieved by an administrative or academic action, has been the subject of an injustice, or suspects that his or her fundamental rights have been violated.

Inquiries may be made into any matter relating to these areas.

The Ombudsman refuses an investigation if it falls within the scope of social law (labor law) or if it is the subject of an appeal to a court.

He/She may refuse to take up and investigate a complaint, especially if the applicant may have recourse to the remedies provided for in the regulations, or if a period of 12 months has elapsed since the subject matter of the complaint/application arose.

5.3 REQUESTS FOR INFORMATION

The Ombudsman receives requests for information about the university's regulations, policies, and practices, and the rights and obligations related to them.

They analyze, with the person who asks them to, any problem that falls within their field of competence and advises him/her on the appropriate ways to find a solution.

5.4 IMPROVEMENT/RECOMMENDATIONS

The Ombudsman contributes to the continuous improvement of academic practices in the areas of justice and fairness, of fundamental rights. They may propose an amendment to policies and regulations.

Article 6 - Confidentiality

The Ombudsman is bound by strict confidentiality.

In the event of grave and imminent danger, they may disclose confidential information.

Article 7 - Powers of Investigation

7.1 The Ombudsman shall have access to any file or document that they consider relevant. They may also interview and/or interrogate any person who can provide them with relevant information.

7.2 At the end of the investigation, their role is to make recommendations to individuals, management, and ad hoc bodies and to inform the applicant of the conclusions of their investigation.

Article 8 - Annual Report

8.1 The Ombudsman shall submit, before November 15 of each year, to the Rectorate and the Board of Directors, a report of their activities for the previous university year (September 1/August 31). Within this report, they set out their recommendations. This report is published.

8.2 The Ombudsman thus contributes to the continuous improvement of academic practices. They may suggest amendments to the Statutes and regulations in force.

Article 9- General Provisions

This Regulation shall enter into force on August 1, 2018 for a period of three years.

1. Annual Reports of Cases

The Ombudsman provides a summary of the cases raised each year.

The data shall be analyzed by the Quality Management Service and added to the Quality Report of the Rector. This report is due on November 15 and covers the preceding period (September 1/August 31). The Ombudsman's report is published.

2. Ombudsman's Oath

Within six months of his/her appointment, the Ombudsman shall take an oath before the Chairman of the Board of Directors (Committee) of the responsible community (association), in accordance with the following text:

"I solemnly declare that I will perform my duties honestly, impartially, and fairly, avoiding any conflict of interest. Furthermore, I solemnly declare that I will not reveal, unless I have received the authorization of the person or persons concerned, any confidential information that I have obtained in the performance of my duties".

3. In practice

The Office of the Ombudsman provides online consultations through all telematic means. Appointments can be made by sending a form to ombudsman@domuni.eu

It is possible to write the form in any of the University's teaching languages (French, English, Spanish, Italian, and Arabic)

