

---

# Role of the Ombudsman

---

## Main Activities of the Ombudsman

The main activities of the Ombudsman include in particular:

- a. investigating complaints related to bullying, discrimination, inappropriate behaviour, unequal treatment, sexual harassment, bossing, mobbing, conflicts of interest, unjustified delays, and cases where the competent authority fails to act, as well as violations of legal regulations, including internal regulations of the university or its constituent parts, and other similar conduct directed against the affected person,
- b. providing assistance to persons who contact the Ombudsman, or, where appropriate, referring them to other competent bodies or institutions,
- c. receiving suggestions and initiatives aimed at addressing systemic problems related to the Ombudsman's entrusted responsibilities,
- d. identifying problems and barriers that negatively affect the working, study, and academic environment at the university,
- e. providing methodological guidance and helping to create an appropriate environment for resolving issues,
- f. preparing recommendations for the resolution of individual cases for the relevant authorities and proposing systemic changes to prevent such situations.

## Procedure for Handling Cases

### a) Situations Falling Within the Ombudsman's Remit

Based on a submitted complaint, the Ombudsman contacts the complainant for further necessary clarification of the situation and to reach a mutual agreement on the subsequent course of action. The specific form of resolution always depends on the nature of the issue, as well as the needs and interests of the complainant(s).

Possible ways of addressing complaints are strictly individualized and may include, for example:

- providing support and the opportunity to share a difficult situation brought to the Ombudsman, including referral to appropriate resources,
- mediating contact between the parties to a conflict (e.g. student vs. teacher, employee vs. supervisor, etc.), with the aim of achieving an amicable resolution,
- representing complainants in negotiations in complex and particularly sensitive cases (e.g. cases of sexual harassment),
- supporting the resolution of the situation through contact with the relevant bodies of the university or its faculties (e.g. head of department, vice-dean, dean).

The Ombudsman handles complaints without undue delay, no later than **within 30 days**; in more complex cases, **within 60 days** from the receipt of the complaint.

### b) Situations Outside the Ombudsman's Remit

After reviewing the complaint, the complainant is informed that the matter does not fall within the Ombudsman's remit. At the same time, the complainant is offered recommendations on how to proceed in the given matter.