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Erasmus+ Programme  
of the European Union



# Ombudsman of the University of Warsaw

*Framework and philosophy of functioning*

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**AESOP Study Visit, 4th of April, 2017**

UNI W E R S Y T E T

# University of Warsaw: Characteristics of the academic society

- Size:
  - around 55.000 students,
  - around 8.000 employees,
- Three parallel structures:
  - Scientific/administrative/students
- Independent units:
  - Faculties: 19
  - Other educational-scientific units: 26
  - Other units: 8



# The legal status of Ombudsman:

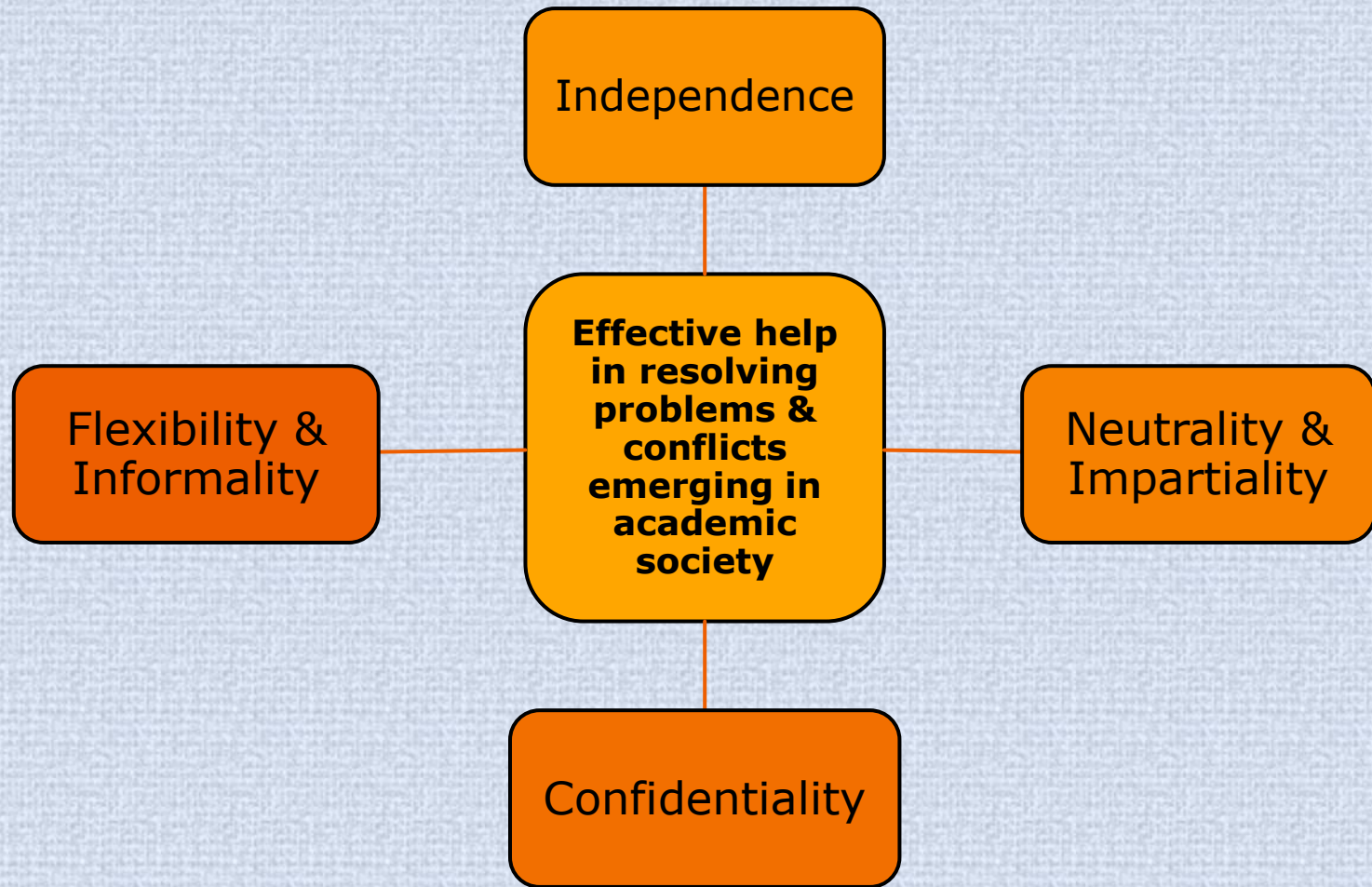
*Ordinance no. 30 of the Rector of the University of Warsaw  
of 16<sup>th</sup> of August 2011 on the appointment of the  
ombudsman in the University of Warsaw*

Pursuant to the statute of the University, giving Rector the right to independently settle all the matters connected with the university life.

# Professional subordination

- Ombudsman is appointed by the Rector for four year cadency
- Ombudsman reports to the Rector for administrative and budgetary purposes (annual report).

# Main idea of ombudsman's work



# Responsibilities and essential duties

The ombudsman is neither an advocate for any individual nor the organization, but rather is an advocate for fairness, who acts as a source of information and referral and aids in answering individual/s questions and assists in the resolution of concerns and critical situations.

*Source: Generic Academic Ombudsman Position Description  
IOA*

# Initiating ombudsman activity

Ombudsman initiates the procedure upon:

- **request of the member of academic community:** student, PhD student, employee;
- **motion of Students' (or PhD students') Union bodies;**
- **motion of Rector;**
- **motion of University organizational unit;**

Ombudsman may act upon his/her own initiatives.

# The competences of Ombudsman:

- Promoting **high ethical standards** and **methods of alternative dispute resolution**;
- Assisting in **conflict resolution**;
- Supporting individuals and organizational units of the University in **problem resolution**;
- **Identifying sources of problems**, which hinder the proper functioning of the University;
- **Informing and advising Rector in the area of all necessary changes**, which aim to improve the functioning of the University



# Ombudsman's assistance

- ❖ **Help in analyzing the problem** and **generating options of solutions.**
- ❖ **Assisting in conflict resolution:** diagnosing the problem and determining its resolution
- ❖ **Mediation** in conflict situation
- ❖ **Providing proper information** on procedures and legal regulations applicable at the University of Warsaw/in particular case
- ❖ **Assisting in obtaining information and clarifying the case in proper unit.**

If the inquiry is not within the range of Ombudsman's competences, s/he **directs the interested person to proper institution** responsible for dealing with such case.



# CONTACT

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