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Ombudsman's everyday work

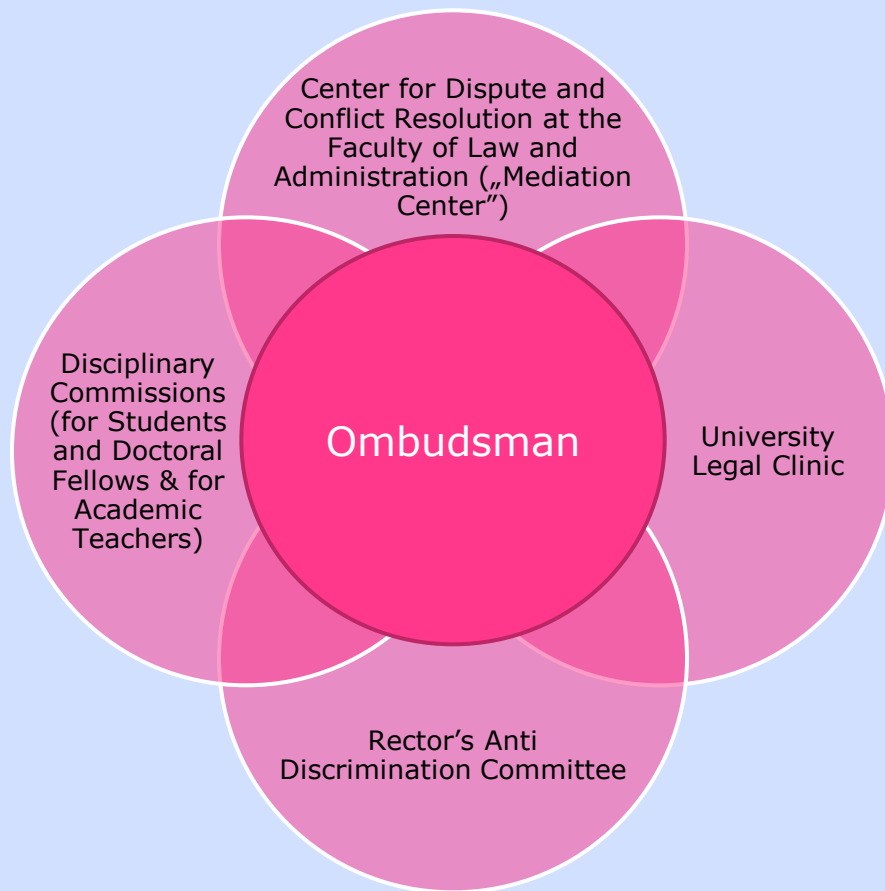
Tools & Rules

ANNA CYBULKO, OMBUDSMAN OF THE UNIVERSITY OF WARSAW

AESOP Study Visit, 4th of April, 2017

UNIWERSYTET

Conflict/problem resolution system at the University of Warsaw



Ombudsman also collaborate with:

- Authorities of the University and Faculties (Rectors and Deans)
- Offices:
 - Office for Personnel Affairs
 - Office of Student Affairs
 - Office for Persons with Disabilities
 - International Relations Office
 - Legal Office /Legislative Office
 - Press Office/Promotion Office
- Rector's Deputies:
 - Rector's Deputy for Protection of Intellectual Property
 - Rector's Deputy for Quality of Education
 - Rector's Deputy for the Bologna Process and Foreign Language Teaching
- Student Unions
- Trade Unions

Ombudsman availability

Office hours

- Ombudsman is available to all interested parties during the office hours held twice a week, on Mondays and Thursdays, from 11 a.m. to 2 p.m. in her office located in room no. 160 C in the building of the University Library located at 56/60 Dobra Street
- Information on the Ombudsman's office hours can be found on the University website, the Ombudsman's website www.ombudsman.uw.edu.pl and Facebook profile, as well as in leaflets and on posters placed in various places on the premises.
- Ombudsman office is working Monday till Thursday, from 8.30 till 15.30.

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

Course of action

- The Ombudsman accepts cases reported to her in person, by phone, by e mail and by post.
 - No anonymous claims are accepted
- After the case report is accepted, the reporting party is invited to a meeting.
- At the meeting, in a direct conversation, the Ombudsman and the client discuss the problem and the range of available solutions.
- As a result of the meeting the client may decide that it is necessary that the Ombudsman take an external intervention Ombudsman has to be authorized in writing to undertake the agreed steps.

Case proceedings

- Initial investigation of the case.
- Providing the client with information about the competences, procedures and standards of practice of the Ombudsman.
- Collecting detailed data regarding the case, particularly its factual circumstances and the expectations of the client.
- Determining the course of action.
- Formal acceptance of the reported case and initiation of the proceedings.

Case proceedings: consequences

- Members of the academic community can discuss problems bothering them with the Ombudsman, without the need to further disclose the case or take any formal steps.
- Subsequent steps are always determined by the interested parties, depending on the circumstances and available.

Case statistics

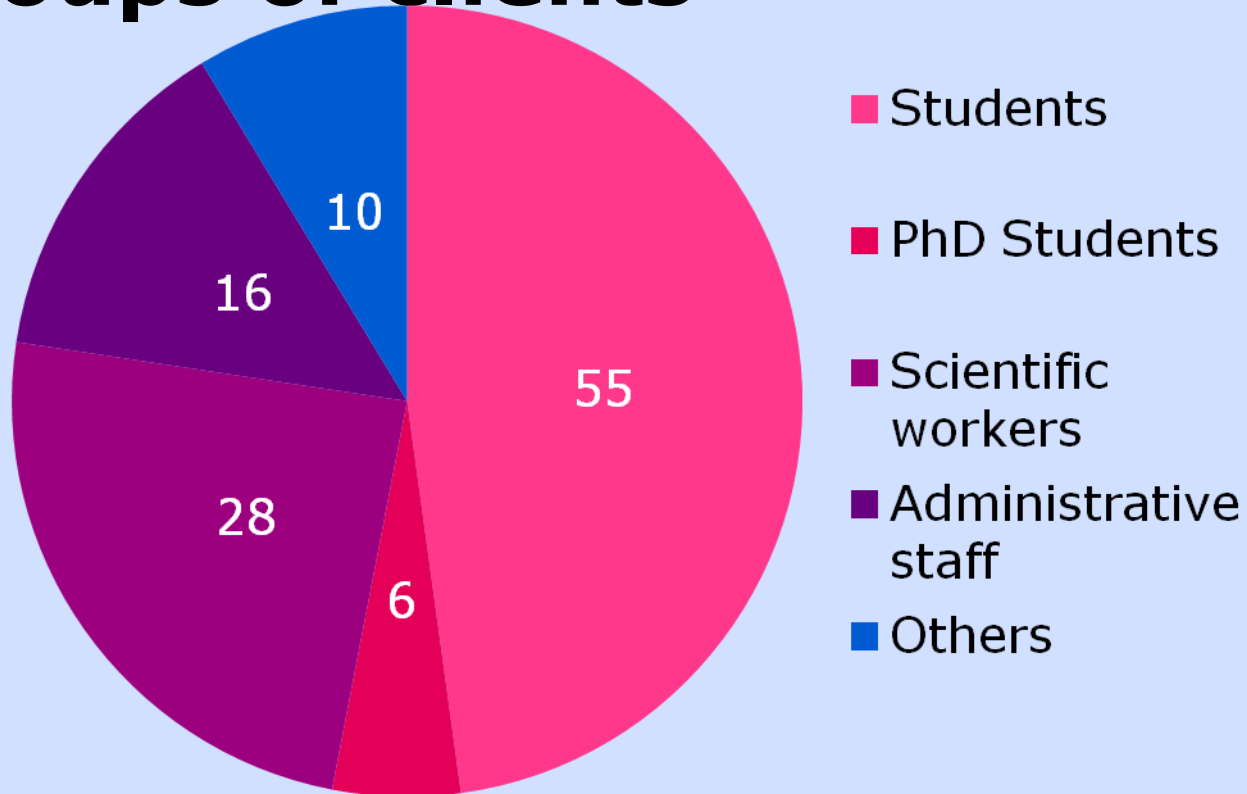
Year 2016: 122 interventions, including:

- 115 cases appointed in 2016
- 7 cases appointed in 2015 and continued in 2016.

Number of cases reported by particular groups of clients

Clients	Number of cases in 2016	Number of cases in 2015
Students	55	61
Phd Students	6	8
Scientific staff	28	17
Administrative staff	16	29
Others	10	18

Cases reported by particular groups of clients



Problems most frequently reported by the staff

- Interpersonal conflicts, especially the ones between subordinate and supervisor.
 - Mobbing & discrimination
 - Obstacles to the scientific career development.
- Intellectual property rights infringement
- Problems between staff and students.
- Doubts about binding regulations: where to find them, how to read them.
- Financial matters – salaries and bonuses, research funds, sharing the grants

Problems most frequently reported by students and Phd students

- Financial matters
 - Problems with stipends
 - Problems with social funds
 - fees
- Problems between students and lecturers (exams, credits, etc.)
- Difficulties in cooperation with thesis supervisors
- Problems with usos system
- Sexual harassment & discrimination
- Biurocratic and administrative complaints, delays in actions

Actions taken by Ombudsman

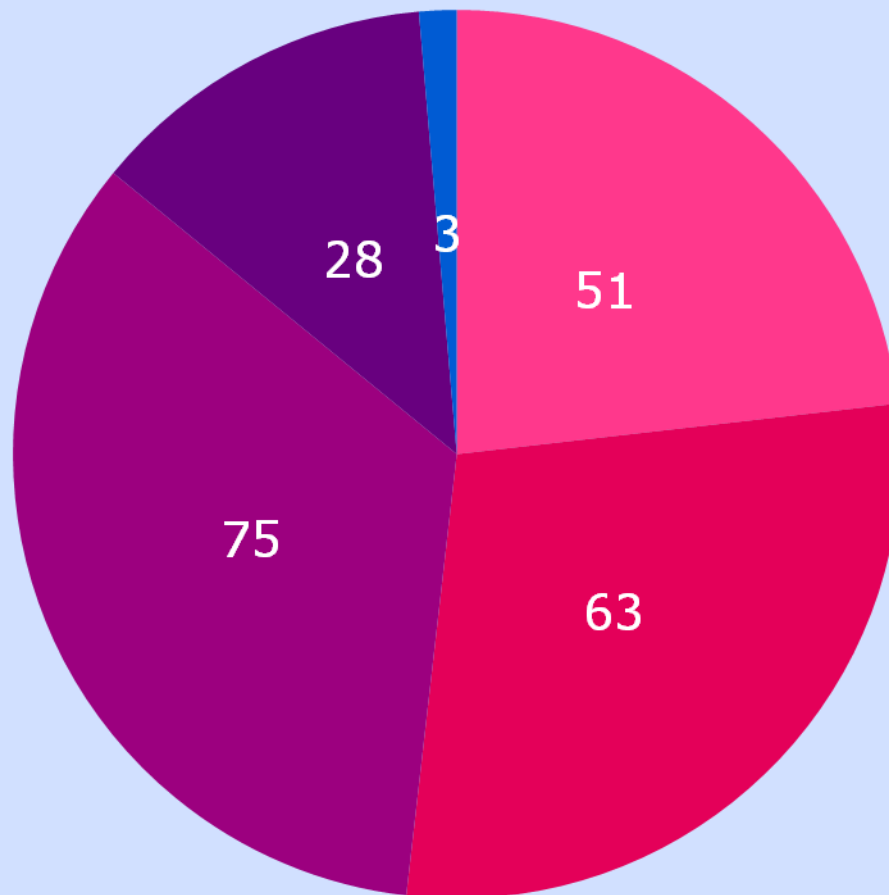
- providing proper information about the activity of the University of Warsaw and its existing legal provisions;
- Refer to competent units or persons for a given case;
- Support the client in dealing with the case by providing information or assistance in clarifying the situation in the proper unit;
- Provide assistance in conflict resolution by diagnosing the problem and presenting solutions;
- Recommend and conduct mediation;
- Present information and recommendations to the Rector regarding necessary systemic and procedural changes in the operation of the University in the area of the Ombudsman's expertise.

Actions taken by Ombudsman: psychological help

Ombudsman hears the case and provides assistance in analyzing it and finding alternative solutions.

This kind of assistance proves useful to both students and staff, allowing them to vent emotions and look at the problem in a more objective way. Effective coping with emotions is the first step to problem-solving as it allows the individual to focus on finding available solutions and choosing the best options.

Actions taken by Ombudsman



- Presenting information regarding functioning of UW and its legal regulations, referring to competent persons or units
- Support in problem solving by acquiring information or explanation at the proper unit
- Supporting clients in problem solving by helping to diagnose the problem and find the best solution/Coaching.
- Recommending and in some cases conducting mediation
- Other, including whistleblowing and signaling

Independence & Control

- Annual Report (Rectors)
- Presentation to the Senate (Senate)
- Current financial matters (Chancellor)

Annual Report

- Legal Context
- Organizational & financial matters
- Report on activities
 - Direct assistance
 - Promotion of ADR
 - Signals on the functioning of the University
- Case statistics
 - Number of cases (in general and by the University Unit)
 - The reporting parties
 - Case subject matter
- Actions taken
- Conclusions

Questions & Problems

- Administrative:
 - Budget/financial needs
 - Co-operation with other University Units
 - Tasks like promotion of Ombudsman
- Construction of the position:
 - Scope of activity (target group and type of actions)
 - Binding power or persuasive influence
- Evaluation



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