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Ombudsman Office at Nakhchivan University

Structure of the Ombuds Office

The Ombudsman Office is a body that deals with the protection of students' rights. The activity of the Office consists of an unbiased and impartial investigation and resolution of the problems that the students face in the university. The Office of the Ombudsman is located in the building of Foreign Languages Faculty of the Nakhchivan University and detailed information about it can be found on the university's official website. This information includes contact with the ombudsman, appealing means, its structure and authority.

The ombudsman's office is merely an institution that serves students and is simply engaged in protecting students' rights. The center may consist of the ombudsman and his/her assistant.

The staff of the Ombudsman Office are conducting informational and educational days together with the Student Youth Organization within the university. Ombudsman is responsible for office management, reporting and financial matters. He/she prepares and implements the annual work plan of the center.

Contact with the Ombudsman may be by the means of sending an electronic request through the university web page or meeting directly in person.

Who is Ombudsman?

A university ombudsman is authorized by an institution of higher education to confidentially receive complaints, concerns or inquiries about alleged acts, omissions, improprieties and broader systemic problems within the ombudsman's defined jurisdiction and to listen, offer

options, facilitate resolutions, informally investigate or otherwise examine these issues independently and impartially.

How to appoint an ombudsman?

- Ombudsman candidates are defined by the TGT (Student Youth Organization) leadership
- Names of the nominated candidates are posted on the website for voting. The survey should be online and confidential.
- The candidate who has finally won must be approved by the rector.
- Ombudsman is elected for 3 years, if the ombudsman is dismissed for any reason during this period, extraordinary elections should be held.

Who can be the Ombudsman?

Ombudsman should be a university lecturer who has no position within the university.

Ombudsman's mission and commitments

1. Academic student ombudsman should be a neutral and impartial specialist.
2. The main function of student's ombudsman is to provide confidential and informal assistance to constituents of the university's student community. Serving as a neutral person, the ombudsman is neither an advocate for any individuals 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.
3. The ombudsman should promote high ethical standards at the University
4. The ombudsman should assist students (including doctoral students) in resolving disputes amicably.
5. The ombudsman should act in accordance with the principles of confidentiality, impartiality and neutrality.
6. The activity of the ombudsman should promote ethic standards of the University.
7. The ombudsman should collaborate with proper organizational units of the University, in order to gain particular information or explain the issue.
8. The ombudsman should assist parties in conflict resolution, based particularly on help in diagnosing of the problem and determining the solution or resolution of the problem on the one's own.
9. The ombudsman should recommend and organize mediation
10. The ombudsman should promote alternative methods of dispute resolution in the academic environment.
11. The ombudsman should regularly conduct informative-enlightening conversations at the university.
12. The Ombudsman should adhere to the principles of justice, lawfulness, democracy and humanism.

13. The ombudsman should possess sufficient knowledge of human rights norms and generally the constitutional laws.
14. The ombudsman should provide the Rector with the information on and recommendation of necessary systematic changes of the University functioning.
15. The ombudsman should organize discussions and consultation with interested person.
16. The ombudsman should provide proper written information in justified case.
17. The ombudsman should contact with the person involved in the conflict and organize meeting between them.
18. The ombudsman should explain the substance of mediation and other alternative methods of dispute resolution to the persons involved in the conflict.
19. The ombudsman should undertake other activities (including training and promotional activities) aiming at conflict resolution.
20. The ombudsman should collaborate to the vice-rector on discipline at the University.
21. The ombudsman should direct the interested person to the proper institution, if the inquiry is not within the range of the ombudsman's competences.
22. The ombudsman should provide ethical guidelines and principles due to the code of ethics of international ombudsman association and should focus on four main principles – independence, impartiality and neutrality, confidentiality, informality.

Investigation of the case

The Ombudsperson works with the educational department and deans for the monitoring of the situation at the university. In addition, in accordance with the statute, the ombudsman may, at its sole discretion, carry out investigation to protect the interests of students who are unable to defend their rights in cases of special public interest.

When investigating any issue, the Ombudsperson should pay attention to the following matters:

1. to hold discussions and consultations with applicants.
2. to provide them with substantiated written information.
3. to contacting a person who is involved in the conflict.
4. to organize the meeting of the persons concerned.
5. to explain the essence of mediation and other alternatives to conflict resolution to the conflict stakeholders.
6. to mediation to eliminate a conflict.
7. to organize other activities that serve as a solution to the problem.

As a result, the ombudsman will solve the complaints with an honest and impartial way based on all the above-mentioned paragraphs, will provide the transparency of the case by feeling empathy.

In addition, the ombudsman should report on the issues that have been resolved during the annual period stating the dates and contents of the filed complaints, by keeping their confidentiality at the scientific council, the supreme body of the University, in December of each year.

Ombudsman Qualifications

Skills:

- Communication skills – good listener;
- Presentation skills - able to speak well;
- Problem-solving and conflict resolution skills;
- Decision making and strategic thinking skills;
- Ability to be fairly self-reflective and critical;
- Can deal peacefully with high emotions.

Personality traits

- Empathy
- Patience
- Honesty
- Persuasiveness and credibility
- Reliability
- Energy
- Creativity,
- Sense of humor

Procedure for reviewing appeals to the Ombudsman's Office at "Nakhchivan" University:

1. Complaints to the Office of the Ombudsman are made electronically at the university's website.
2. Posted complaints are examined within 10 days and concludes by Ombudsman's Office.
3. The Ombudsman shall contact the person or people who are related to the complaint.
4. Organizes the meetings of the Parties.
5. Explains the essence of mediation and other alternative ways of solving the problem.
6. Is mediating to solve the problem.
7. Implement other activities that serve to solve the problem.
8. If the appeal is not included in the scope of the ombudsman's authority, it then directs the applicant to the relevant authorities.

Online inquiry to the ombuds office.

Full name:

Faculty:

Programme:

Course:

Mob phone:

E-mail:

Your complain: