

RULES OF PROCEDURE FOR THE UNIVERSITY OMBUD OF UNIVERSIDAD EUROPEA DE ANDALUCÍA

Art. 1. Definition and Objectives

The University Ombud is the person responsible for protecting and upholding students' rights and freedoms in the context of the various activities carried out by the bodies and services of Universidad Europea de Andalucía. To this end, the Ombud shall report on matters within its competence on an ongoing basis. The Ombud's activities, which shall not, under any circumstances, be considered executive or managerial in nature, must always be aimed at improving the overall quality of the University, shall not be subject to an imperative mandate of any university body, and shall be governed by the principles of independence and autonomy.

The University Ombud shall maintain the confidentiality of any personal or confidential data and information obtained in the exercise of his/her functions.

The University Ombud shall be governed by these Rules of Procedure, the prevailing regulations of Universidad Europea de Andalucía and any other applicable rules.

Art. 2. Appointment

- a. The University Ombud of Universidad Europea de Andalucía shall be appointed by the Steering Committee for a two-year term, renewable upon expiration of the term, and must report to said Committee and to the University Governing Board.
- b. Although the Ombud may provide his/her services on a part-time basis, he/she is not allowed to hold any management or governing positions at the University.
- c. During his/her term of office, the Ombud shall be granted partial exemption from his/her teaching duties where required.

Art. 3. Functions

- a. Advising students of their rights and obligations in line with Universidad Europea de Andalucía's governing regulations.
- b. Assisting students with individual and collective queries or complaints.
- c. Identifying problems in the functioning of the University's departments, either on his/her own initiative or at the request of another party.
- d. Facilitating the submission of suggestions related to improving the quality of the University's operations.
- e. Requesting information and cooperation from the different faculty or administrative departments within the University.
- f. Receiving notification of the launch and conclusion of disciplinary proceedings against students.
- g. Proposing solutions to both individual and collective disputes. With regard to the latter, holding regular meetings with the Student Council.
- h. Putting suggestions or recommendations to the members of the university community with regard to any measures to be implemented in order to improve the quality of the University.
- i. Suggesting new forms of comprehensive conflict management.
- j. Establishing contacts and exchanging information with officials at other universities.
- k. Reporting to the Steering Committee, the Governing Board and the rest of the university community on activities carried out.
- l. Being a member of the University Senate.

Art. 4. Procedures and Activities

4.1. Queries. Advice

The University Ombud shall assist students through an in-person interview, telephone call, e-mail or in writing. If the Ombud considers it appropriate, he/she shall refer the matter to the head of the relevant department.

4.2. Complaints

- a. All students at Universidad Europea de Andalucía may formulate their complaints in writing, by e-mail or by requesting an in-person interview with the Ombud. In all cases, students must provide a written record of their personal and academic details and state the reasons for their complaint, providing any relevant documentation where necessary.
- b. The University Ombud will reject complaints submitted anonymously by students, as well as those which are considered to have been made in bad faith, those that lack sufficient grounds or that lack any legitimate claims.
- c. The Ombud shall not consider any complaints lodged by students with regard to which ordinary administrative or legal proceedings are pending. Likewise, the Ombud shall suspend any proceedings launched if disciplinary proceedings are opened against a student on the basis of an offence defined in Universidad Europea de Andalucía's Academic and Disciplinary Regulations. This will not, however, preclude the investigation of general issues raised in any complaints submitted.

4.3. Mediation in Individual and Collective Conflicts

The University Ombud may act as a mediator, where such course of action is accepted by the parties involved, by proposing compromise arrangements on the disputed issues with a view to reaching an agreement that will put an end to the conflict.

4.4. Information and Requests for Cooperation

- a. The University Ombud may, in the exercise of his/her duties, contact any person/official within the university community to gather information with a view to carrying out his/her responsibilities.
- b. After notifying the relevant head of department, the Ombud may have recourse to any academic or administrative department to gather any information that may be necessary for the exercise of his/her duties and to examine any files or documents sent, limited solely by the principle of confidentiality and other fundamental rights of individuals.
- c. All bodies and members of the university community must cooperate with the University Ombud in the exercise of his/her functions as a matter of priority and urgency, should the situation so require.
- d. All information gathered shall be subject to professional secrecy, without prejudice to the Ombud's obligation to include the relevant reference in the reasoning of his/her reports or recommendations.

Art. 5. Resources and Facilities

- a. The Ombud will have access to the University Ombud's office.
- b. Universidad Europea de Andalucía shall provide the Ombud and the Ombud's office with the administrative staff and resources required for the proper exercise of the Ombud's functions. A budgetary provision shall be made in this regard.

Art. 6. Reports

- a. The University Ombud shall submit a quarterly report of its activities to the Steering Committee and the Governing Board; and an annual report to the rest of the university community.
- b. The Ombud's annual activity report shall be publicly available and subject to distribution via the internet and intranet.
- c. The reports must not contain any personal data that reveal the identity of the parties in the investigation proceedings to the public.

Concluding Provision

These Rules of Procedure will come into effect in the 2025-2026 academic year.