

General Provisions

§ 1

1. The Academic Spokesperson, i.e. the Ombudsman is an independent and neutral person to whom the SGGW staff and students can direct any question to him regarding matters concerning the university and its community informally and confidentially.
2. The SGGW Academic Spokesperson, hereinafter referred to as the Ombudsman supports staff and students in resolving conflicts and ensuring that all academic community members are treated fairly and justly. The Ombudsman function is independent of the management structure.
3. The Academic Ombudsman promotes high ethical standards and effective methods of conflict and dispute resolution, assists individuals - staff, doctoral students and students, as well as participants in postgraduate studies and other forms of education and the University's organisational units, in resolving conflicts.
4. The activities of the SGGW Academic Spokesperson are based on independence, impartiality/neutrality, informality, and confidentiality, under §2.
5. Members of the SGGW academic community may report a concern to the Academic Ombudsman without further disclosure of the matter or any formal action. The subsequent actions are always determined by the persons concerned, depending on the circumstances and the choice of a possible solution to the conflict.
6. The activities of the SGGW Academic Spokesperson are based on the International Ombudsman Association (IOA) standards of practice.

The Academic Spokesperson's (ombudsman) Fundamental Principles

§2

The activities of the SGGW Academic Spokesperson are based on the four International Ombudsman Association (IOA) core values:

1. Independence - acts solely on behalf of its own, independently decides whether and how to deal with a reported issue, acts independently of the University structures and is subject to the University authorities only in the budgetary and administrative areas;

2. Impartiality - functions as an impartial, neutral and unbiased resource, and does not advocate on behalf of anyone. The Ombudsman represents academic values and rights, not particular persons or individuals. The ombudsman declines involvement in matters that may have a conflict of interest.
3. Informality - The Ombudsman does not participate in formal university proceedings, but only conducts informal inquiries and seeks to resolve disputes amicably.
4. Confidentiality - The identity of persons reporting to the Ombudsman and the information provided by them remains confidential and is not disclosed to third parties. The exceptions to this rule are situations of imminent danger and other legal cases. The condition for the Ombudsman's external intervention is the written consent of the person concerned. Compliance with the confidentiality principle is carried out under the applicable procedures set out in the SGGW Information Security Policy and the SGGW Personal Data Security Policy.

Scope of cases involving the activities of the Academic Ombudsman

§3

The range of matters within the scope of the Academic Ombudsman's activities includes, in particular:

1. interpersonal relationships and conflicts (e.g. learner-academic staff conflicts; student-non-academic staff (hereafter: administrative staff); supervisor-subordinate; research/teaching/research-teaching staff - administrative staff; inter-group conflicts among persons studying or working at the University);
2. personnel affairs (e.g. unfair treatment, irregularities in staff evaluation, personnel policies);
3. educational issues (e.g. unfair treatment, violation of legal acts and the University's internal regulations);
4. academic integrity violations (e.g. ethical issues, intellectual property violations);
5. human dignity violations (e.g. violations of human freedoms and rights; abuses of power; racial, religious, ethnic, dissenting views or sexual orientation intolerance).

§4

1. The Academic Ombudsperson is obliged to:
 - 1) listen, diagnose the problem, and help to solve it;
 - 2) support in resolving conflicts;

- 3) recommend mediation and facilitate its initiation phase;
 - 4) provide information about the rules and legal regulations applicable at SGGW;
 - 5) assist in getting information and clarifying matters within the appropriate unit;
 - 6) provide information to the university's authorities.
2. The Academic Ombudsman may:
- 1) provide information on the University's internal regulations and the general provisions of the University's operation resulting from generally applicable law;
 - 2) collect information from the University's organisational units, including documents necessary for clarifying a given case, which shall be returned after being used to the respective unit, as it does not collect documents;
 - 3) identify sources of problems that reduce the effective functioning of the University;
 - 4) make recommendations on proposals for changes that would improve the University's operations, including the University's internal regulations.

Proceedings

§5

1. The Academic Ombudsman's activities are carried out under the principles stated in § 2 and the following procedure:
 - 1) an initial understanding of the problem;
 - 2) collecting detailed information on the problem in question, in particular the factual circumstances;
 - 3) examining the problem and working to resolve it.
2. The Academic Ombudsman may suggest the involvement of an independent judicial mediator in settling the issue if the parties to the conflict are interested in such a proposal.
3. In the event of a change of the Academic Ombudsman during the ongoing process, the action taken shall be continued by the newly appointed Ombudsman.