



UNIVERSITY OF GASTRONOMIC SCIENCES

STUDENT OMBUDSMAN REGULATIONS

(Proposed by the Faculty Council of 18/06/2017 and approved by the Executive Committee of 20/10/2017)

Art. 1 - Subject

1. These regulations govern the activity of the Student Ombudsman of the University of Gastronomic Sciences (hereinafter Ombudsman).

Art. 2 – Appointment and duration

1. The Ombudsman is appointed by the Faculty Council, acting on the proposal of the Rector, having heard the opinion of the student representative.
2. The Ombudsman remains in office for one academic year, and can be reappointed.

Art. 3 - Functions

1. The Ombudsman deals with reports made by students regarding the actions and behavior of any body, structure, office or individual staff member of the university in violation of the university's current regulations, protecting the injured party from any retaliation and acting to settle the matter and communicate their conclusions to the relevant body.
2. In particular, the Ombudsman is responsible for:
 - ensuring the correct application of the regulations regarding teaching, the right to education and student careers based on ministerial and university provisions.
 - ensuring—at the request of students—that the necessary measures are adopted to protect student representation within academic bodies.
 - ensuring that prejudicial or discriminatory behavior relating to the students' sexual, cultural or religious identity does not take place at the university.

Art. 4 – Methods of intervention and action

1. The Ombudsman serves as the reference for the students in the university in regards to ensuring the respect of the regulations that govern their life on campus. They facilitate and promote direct dialog between students and lecturers, report any failings to those in charge and bring any situations in need of intervention to the academic bodies, calling for any necessary interventions and monitoring their implementation.
2. Students can contact the Ombudsman to report problems of an administrative nature, such as delays in procedures adopted by the offices, gaps or shortcomings in services and irregularities with IT procedures, and of an academic nature, relating to the organization of classes, evaluation methods and criteria in exams and difficulties in relationships with individual lecturers.
3. Students can contact the Ombudsman if they ever feel that they have been the victims of sexual harassment or discrimination based on their race, culture, religion or sexual orientation.
4. Reports can be made in either written or verbal form.
5. The Ombudsman cannot take into consideration anonymous reports.
6. The Ombudsman can also carry out their functions on their own initiative.

Art. 5 – Exercise of functions

1. The Ombudsman can abstain from exercising their functions in relation to facts or events for which procedures administered by civil, penal or administrative legal authorities have already been started. They will inform the Rector of reports made to the legal authorities in accordance with Article 331 of the Code of Criminal Procedure.
2. The Ombudsman will take all necessary steps to investigate matters brought to their attention and has the right to promptly obtain from the university's structures and staff any information and documents that they believe useful for fulfilling their responsibilities, without opposition on the grounds of professional secrecy.
3. The Ombudsman will respect the right to anonymity of the student and any witnesses as well as regulations regarding discretion, and will keep any information acquired confidential.
4. The Ombudsman will interact directly with the university's staff and structures and work towards the resolution of the issues that are reported to them, including requesting that the relevant bodies and structures to adopt appropriate measures. They must operate with diligence and caution, aiming to

contribute to elevating the standards of quality of the services provided by the university and with the main objective of removing the causes of the reported problems for the future.

5. In as short a timeframe as possible, and in any case within 30 days from the initial report, the Ombudsman will communicate to the person who has requested their intervention the result of their investigations and the initiatives undertaken or which they intend to undertake.

Art. 6 – Ombudsman’s report

1. The Ombudsman will send an annual report on the activity carried out in the previous academic year, containing any recommendations and proposals for regulatory and/or administrative changes, to the Rector, Faculty Council and Student Council.
2. In the annual report, the Ombudsman can note any situations deserving of further consideration and safeguarding, requesting appropriate action, measures or practical solutions.
3. In cases of particular importance or urgency that are of general interest, the Ombudsman can submit special reports on specific matters to the Rector, Faculty Council and Student Council, including indicating the need to adopt any special measures.

Art. 7 – Organization of the office

1. In carrying out their functions, the Ombudsman can use the human resources and equipment assigned on each occasion by the Administrative Director.
2. The staff involved in the Ombudsman’s activity must maintain not only professional secrecy but also particular discretion in regards to the facts and events about which they might acquire knowledge while carrying out their tasks.

Art. 8 – Compensation and allowance

The Ombudsman carries out their functions for free.

The Board of Directors can establish an allowance for the Ombudsman.

Art. 9 - Publicization

In agreement with the Ombudsman, the university will establish how to appropriately publicize the function and activities of the Ombudsman, including publication on the university website, www.unisg.it.

Art. 11 – Removal and resignation

1. The Ombudsman can be removed from their position on serious grounds relating to the exercise of their functions. This removal is decided by the Faculty Council after having heard from the interested party.
2. Resignations must be presented in writing by the Ombudsman to the Rector.

Art. 12 – Transitional arrangements

1. The Ombudsman takes office from the date of the appointment by the Faculty Council and remains in office until the decision to renew the term or to appoint a new Ombudsman.