

Mediation by the UIC Barcelona University Ombudsman

The [University Ombudsman's Office at UIC Barcelona](#) was established to ensure respect for the rights and liberties of all members of the university community (students, teaching staff and administration and services staff) before the University's various governing bodies and services, in line with Organic Law 2/2023 of 22 March on the Spanish University System.

The University Ombudsman's Office intervenes in matters involving the violation of rights and protects those who report discrimination against any aspect of education or employment. Its actions are governed by the principles of independence, autonomy and confidentiality.

All members of the university community may request intervention from the University Ombudsman if they believe that their rights regarding education or employment have not been sufficiently respected. Any suggestions, complaints, inquiries or requests for mediation may be made by submitting a digital application intended solely for this use, by email or by contacting the Officer directly.

Once the complaint or request for mediation has been declared admissible, the University Ombudsman's Office will begin negotiations to settle the conflict in question whilst keeping all data regarding those involved strictly confidential.

Article 6 of the Internal Regulations governing the University Ombudsman state that: **“The University Ombudsman shall keep all data and information of a personal or private nature obtained during the course of their duties strictly confidential.”**

The [University Ombudsman's Report on the 2021-2022 academic year](#) states that the following requests for action were made: 3.5% were suggestions, 60.9 % were complaints, 26.1% were questions and, finally, 9.5% were mediation requests.