

Ombuds Officer

**Report on the  
2024-2025  
academic year**

# Introduction

The position of Ombuds Officer at UIC Barcelona was set up to ensure respect for the rights and freedom of members of the entire university community (students, teaching staff and administration and services staff) when faced with actions carried out by the different government bodies and university services.

The actions of the Ombuds Officer are always aimed at improving university quality in all fields and are governed by the principles of independence

and autonomy. Anyone who approaches the Ombuds Officer or any other university body to exercise their rights as a member of the university community expects to obtain a favourable outcome. The mission of the Ombuds Officer is to defend these rights, to study the case presented and to present a recommendation in the most objective way possible.

## Actions in general

All members of the university community may request the intervention of the Ombuds Officer if they believe that their rights have not been sufficiently respected. Any suggestions, complaints, inquiries or requests for mediation may be submitted via a dedicated computer application, by email or by contacting the Officer directly.

Of the total requests for action addressed to the Ombuds Officer: 5.30% were suggestions, 67.20% were complaints, 20.60% were inquiries and 6.90% were requests for mediation.

# Institutional activities

## **26th General Meeting of the State Conference of University Ombuds Officers**

This event took place from 23 to 25 October 2024 at the University of Huelva.

Topics covered:

- Inclusion and attention to diversity at universities in the areas of teaching, research and management
- Towards a restorative culture in higher education: challenges, risks and opportunities
- The functioning of university ombuds officers: regulatory aspects, coordination with other universities and good practices
- Issues affecting students at Spanish universities

## **17th Ordinary General Assembly of the State Conference of University Ombuds Officers**

This event took place on 24 October 2024 at the University of Huelva.

## **Celebration of the 30th anniversary of the Ombuds Office at Universitat Politècnica de Catalunya**

This event took place on 21 March 2025 at Universitat Politècnica de Catalunya.

## Signing of the cooperation agreement between the Ombuds Office of Catalonia and the Forum of University Ombuds Officers of Catalonia (Siucat)

This event took place on 2 April 2025 at the headquarters of the Ombuds Office of Catalonia.

## 16th Meeting of Vives Network University Ombuds Officers

The meeting took place on 10 and 11 July 2025 at Universitat de València.

Topics covered:

- First session: Institutional transparency and good governance
- Round-table discussion: Transparency and public accountability at universities
- Second session: Data protection at universities

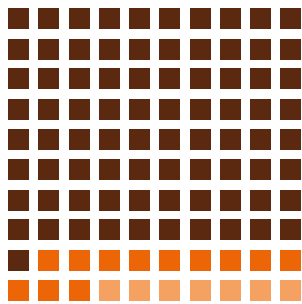
The University Ombuds Office at UIC Barcelona is part of different networks and ombuds associations:

- Ombuds Officers of the Vives University Network
- State Conference of University Ombuds Officers (CEDU)
- SIUCAT Forum of University Ombuds Officers of Catalonia

# Actions




Total number of actions

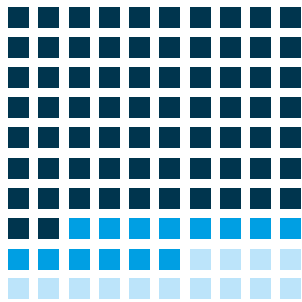
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## Complaints




**88 67,20%**

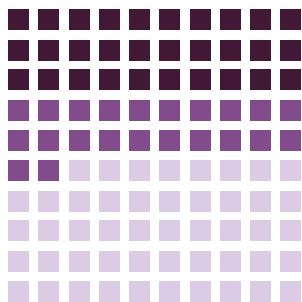
	Estudiantes	71	80,68%
	Technical Management and Administration and Service Staff	11	12,50%
	Research and Teaching Staff	6	6,82%



## Suggestions




**7 5,30%**

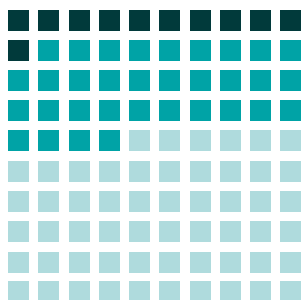
	Students	5	71,42%
	Technical Management and Administration and Service Staff	1	14,29%
	Research and Teaching Staff	1	14,29%



## Inquiries




**27 20,60%**

	Students	8	29,63%
	Technical Management and Administration and Service Staff	6	22,22%
	Research and Teaching Staff	13	48,15%



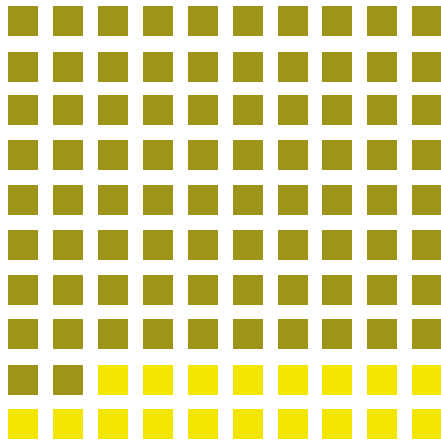
## Mediation

**9 6,90%**

	Students	1	11,11%
	Technical Management and Administration and Service Staff	3	33,33%
	Research and Teaching Staff	5	55,56%

## Initiatives submitted

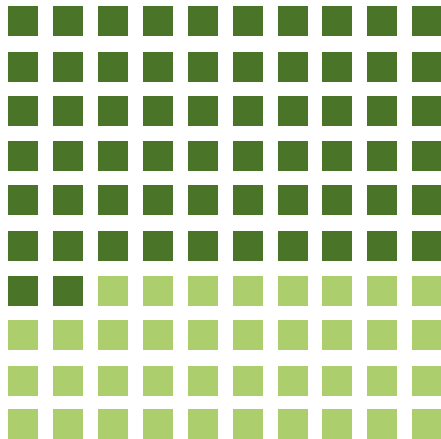
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 Individual	107	81,68%
 Collective	24	18,32%

## Individual initiatives submitted by gender

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 Women	80	61,07%
 Men	51	38,93%

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