

**Ombuds Officer**  
**Report on the**  
**2021-2022**  
**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 whole 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 addresses the Ombuds Officer or any other University body to exercise their rights as a member of the university community hopes to obtain a final result that is favourable to them. 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 intervention from the Ombuds Officer if they believe that their rights have not been sufficiently respected. Any suggestions, complaints, inquiries or requests for mediation may be made through a computer application

intended solely for this use, via e-mail or by contacting the Officer directly.

Out of the total requests for action from the Ombuds Officer: 3,5 % were suggestions, 60,9 % were complaints, 26,1 % were consultations and, finally, 9,5 % were requests for mediation.

# Institutional activities

## **XXIII General Meeting of the State Confederation of University Ombuds Officers**

This took place from 10 to 11 November, 2021, at the University of Cadiz.

Topics covered:

- Mediation /Conciliation.
- Mutual respect in complaints management.
- Challenges and possibilities of a return to on-site activity in the University.

## **XIII General Assembly of the State Confederation of University Ombuds Officers**

This took place on 12 November 2021, at the University of Cadiz.

## **13th General Meeting of Ombuds officers, advocates and mediators within the Vives Network of Universities**

This took place on 8 July 2022, at the University of Lleida.

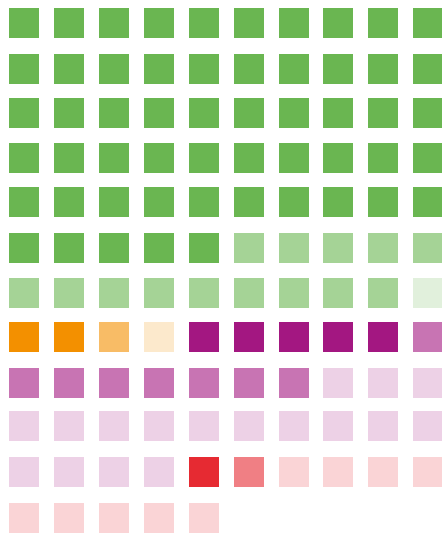
Item for discussion:

- Impact of the resolutions of different unions: Ombuds officers of Catalonia, municipal unions and university advocates.
- Round table: Impact of the resolutions of union leaders, advocates and mediators in the decision-making of universities.
- Exchange of ideas.

# Actions

Total number of actions

115



## Complaints

70 60%

- Students
- Administration and Service Staff
- Personal docente e investigador

55	78,6 %
14	20 %
1	1,4 %

## Suggestions

4 3,4%

- Students
- Administration and Service Staff
- Personal docente e investigador

2	50 %
1	25 %
1	25%

## Consultations

30 27%

- Students
- Administration and Service Staff
- Personal docente e investigador

5	16,7%
8	26,7%
17	56,6%

## Mediation

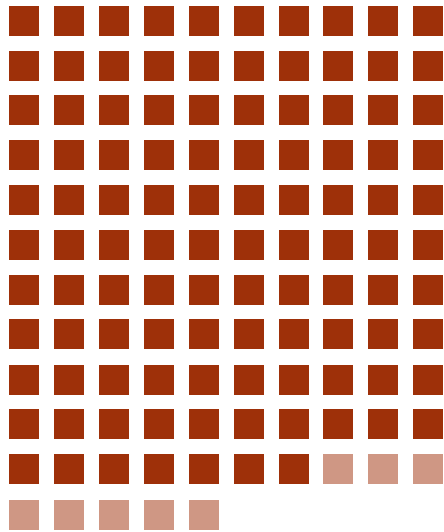
11 9,6%

- Students
- Administration and Service Staff
- Personal docente e investigador

1	9%
1	9%
9	82%

## Initiatives put forward

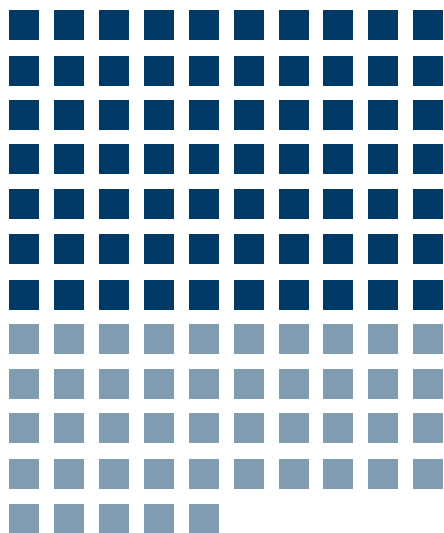
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 Individual	107	93%
 Collective	8	7%

## Individual initiatives put forward by sex

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 Women	70	60,8 %
 Men	45	39,2%

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