

## **REGULATION DEFINING THE OMBUDS OFFICER'S PROCEDURE FOR DEALING WITH REPORTS**

### **1. Definition of terms**

- a. Reporting person: the individual who reports a problem, as referred to in Art. 2, to the Ombuds Officer
- b. Party involved: an individual who is involved in the problem, other than in the role of a reporting person
- c. Conduct: any actions that have an impact on others
- d. Representative of the University of Twente (UT): an individual who acts by virtue of a position at UT

### **2. Background**

Anyone who has, encounters or experiences a problem with regard to working or studying at UT that is based on the conduct of UT or that of one of UT's representatives, can report this to the Ombuds Officer.

### **3. Report**

Reports can be submitted to the Ombuds Officer verbally, in writing, by email or by telephone. The Ombuds Officer will respond to such reports by contacting the reporting person as soon as possible. The initial report and any follow-up contacts are treated as confidential.

### **4. Objective**

As an independent and impartial party, the Ombuds Officer will consult the reporting person in an attempt to find a solution to the problem they have outlined or to ensure that the reporting person is able to continue their work or studies at UT in an adequate manner.

### **5. Procedure**

- a. To achieve the stated objective, the Ombuds Officer is empowered to:
  - Provide advice
  - Make a referral
  - Mediate
  - Investigate
- b. The Ombuds Officer will never render an opinion regarding a report.

### **6. Providing advice**

- a. The Ombuds Officer consults the reporting person to discuss the problem that has been outlined, and advises them regarding the steps that they can take to work towards a solution to that problem. If desired, the Ombuds Officer offers the reporting person procedural guidance on how to take such steps.
- b. Where appropriate, given the nature of the problem that has been outlined, the Ombuds Officer can also provide the reporting person with substantive advice, if necessary.

## **7. Making a referral**

- a. The Ombuds Officer will refer the reporting person to another body if that other body is specifically authorised to deal with the report or with the problem that has been outlined, or a part thereof.
- b. The Ombuds Officer can also refer the reporting person to a body that is better equipped to handle the report or better able to assist the reporting person in tackling the problem they have outlined.

## **8. Mediating**

- a. If the reporter deems it appropriate, the Ombuds Officer can be called in to work on a solution to the problem that has been outlined, in consultation with the reporting person and the party (or parties) involved in that problem.
- b. If this mediation option is used, the Ombuds Officer will consult the reporting person to discuss the way in which the report's confidentiality will be managed during the follow-up process.
- c. Insofar as the reporting person and the other parties involved do not attend joint mediation sessions, the Ombuds Officer provides ongoing feedback on the discussions held and the information exchanged.
- d. If the problem cannot be resolved through mediation, the Ombuds Officer will discuss further steps with the reporting person and, if possible, with the other parties involved, and provide advice, if necessary.

## **9. Investigating**

- a. The Ombuds Officer can respond to the report by investigating the circumstances surrounding the problem that has been outlined. The Ombuds Officer consults the reporting person to discuss the investigation's objective and the steps involved.
- b. The Ombuds Officer shares the investigation's findings with the reporting person and with the other parties involved.
- c. The Ombuds Officer can also carry out an investigation (or further investigation) on the basis of indications other than a formal report into problems with regard to working or studying at UT that are based on the conduct of UT or that of one of UT's representatives.

## **10. Closing a file**

Without prejudice to the provisions of Art. 8(c), the Ombuds Officer will close the file if:

- the reporting person specifically requests him to do so;
- despite reminders, the reporting person makes no further contact;
- the problem that has been outlined is solved;
- the reporting person is able to continue their work or studies at UT in an adequate manner, even though the problem that has been outlined has not been solved.

## **11. Reporting**

- a. The Ombuds Officer will only report to parties other than the reporting person and the other parties involved if:

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- the reporting person and the other party (or parties) involved deem this to be appropriate;
  - the Ombuds Officer deems that necessary, given the nature and/or scope of the problem.
- b. The Ombuds Officer will inform the reporting person and/or the other parties involved about the report.