

OMBUDS OFFICER STATUTE

In this statute, the Executive Board of the University of Twente (UT) defines the legal status, duties and powers of the Ombuds Officer

Article 1 Definitions

In this statute, the following definitions apply:

- Ombuds Officer: an independent and impartial official, as described in this statute, appointed by the Executive Board.
- Employee: a person who is, or has been, employed by UT in any capacity, or who carries out work for UT, or who has done so in the past.
- Student: a person who is enrolled at UT as a student and who, in that capacity, uses the facilities available at UT. This includes PhD candidates who have not agreed an employment contract with UT, and external students.
- Report: submitting a question, dilemma or problem to the Ombuds Officer regarding working or studying at UT.
- Regulation: Regulation defining the Ombuds Officer's procedure for dealing with reports.

Article 2 The Ombuds Officer position

1. UT has an Ombuds Officer who helps to guarantee institutional and social security within UT by providing advice, making referrals, mediating and investigating.
2. Both staff and students can report any problems to the Ombuds Officer that are based on the conduct of UT or that of one of UT's representatives.

Article 3 The Ombuds Officer

1. The Ombuds Officer is appointed by the Executive Board for a period of six years. This appointment can be extended once, for another six years.
2. The position of Ombuds Officer is incompatible with any other position at UT, and with any other activity performed in the service of UT.
3. In organisational terms, the Ombuds Officer falls under General Affairs, but they are not subject to any authority in the performance of their duties.
4. The Executive Board provides the Ombuds Officer with the means to effectively fulfil the duties of that position.
5. The Ombuds Officer can be intermediary relieved of their position by the Executive Board, either at their own request or if their actions or omissions severely impair the trust placed in them. In the latter case the Executive Board liaises with the Supervisory Board.

6. If the Ombuds Officer is not expected to be able to perform their duties for a period in excess of six weeks, the Executive Board will appoint an official to deputise for them.
7. Any complaints about the Ombuds Officer can be submitted to the Executive Board, or to the Supervisory Board in the event that the complaint was made by the Executive Board.

Article 4 Duties and powers

1. De Ombuds Officer:
 - a. Handles reports in accordance with the Regulations, while observing the confidentiality guaranteed in those Regulations;
 - b. Acting upon their own authority, can call in an external mediator if the means referred to in the Regulations have not led to a solution to the problem or to workable relationships;
 - c. Identifies trends and patterns of social and institutional insecurity at UT, and provides solicited and unsolicited advice to the Executive Board and to other governing bodies of the university;
 - d. Conducts investigations into the trends and patterns referred to under point c.
2. The Ombuds Officer will only exercise the powers referred to under 1(b) and 1(d) after providing prior notification to the Secretary of the university.

Article 5 Reporting

1. The Ombuds Officer reports the details of any reports received in the manner prescribed in the Regulations.
2. The Ombuds Officer submits an annual report of their activities to the Executive Board.
3. In the annual report The ombuds Officer reports on trends and patterns of social and institutional insecurity at UT and discusses these with the Executive Board.
4. This annual report is made publicly available, and is published on the university website. Any information that is deemed to be confidential, by virtue of the Regulations or by its nature, will not be included in the report.