



Student Ombudsman Regulations

Art. 1

Scope

1. These regulations govern the student ombudsman of the University of Milan, pursuant to art. 35 and other relevant provisions of the University Statute, which set forth its competences, including with reference to postgraduate and PhD students.

Art. 2

Appointment and Term of Office

1. The student ombudsman is an impartial and independent person, who does not hold any academic offices or has any relations with the University. He/she is appointed by the Academic Senate, on the proposal of the Rector and, if requested by the majority of students and by the PhD candidate elected in the Academic Senate, with the favourable opinion of the Student Conference and the Doctoral Students' Council meeting in joint session. Such opinion must be expressed by a majority of those present. The student ombudsman is chosen from among people with legal and administrative skills, as well as knowledge of the university organization.

2. The student ombudsman remains in office for three academic years. The term may be renewed once.

Art. 3

Functions

1. The student ombudsman is the institutional figure to refer to for compliance with the rules concerning undergraduate and postgraduate students, in relation to teaching and services.

2. The student ombudsman acts as an autonomous body, hierarchically and functionally independent from other University bodies, and is exclusively required to comply with current regulations.

3. In particular, the student ombudsman is responsible for:

- a) Reviewing any complaints addressed to him/her by individual students regarding the conduct or behaviour, including omissions, of University bodies, units, offices or employees allegedly in breach of current regulations, including the Code of Ethics; protecting the injured party from potential retaliation, through an adequate investigation; working, if deemed appropriate, to settle the issue or reporting the conduct or behaviour in question and notifying the competent body of his/her findings and conclusions, without prejudice to the obligation to notify the complainant of the outcome of his/her review;
- b) Ensuring the enforcement of the regulations for teaching, education incentive programmes and student careers, in accordance with national and University provisions;
- c) Overseeing, at the request of students, the adoption of the measures required to ensure student representation in academic bodies, including access to any data that may be required for the performance of their duties, in compliance with current legislation.



Art. 4

Initiative

1. The student ombudsman receives reports, from anyone who has an interest therein, relating to abuses of any kind, dysfunctions, deficiencies, delays, violations of law or best practice, failure to abide by the values and rules set out in the University Code of Ethics or the principles and rights stated in the University Statute, or relating to conduct or behaviour, including omissions, attributable to anyone, having the purpose or effect of creating an intimidating, hostile, degrading, humiliating or offensive environment.
2. The reports, whether submitted verbally by direct hearing or in writing, should be informal and simple. The student ombudsman does not take into account any anonymous reports.
3. The student ombudsman also carries out his/her duties ex officio.

Art. 5

Exercise of Functions

1. The student ombudsman may refrain from exercising his/her functions in relation to facts or conduct for which there are pending proceedings before a civil, criminal or administrative judicial authority. He/she informs the Rector of any complaints filed with the judicial authority pursuant to art. 331 of the code of criminal procedure.
2. The student ombudsman carries out all necessary actions for the preliminary investigation and is entitled to promptly obtain from University offices and staff the information and deeds or documents that he/she deems useful for the performance of his/her duties, regardless of office secrecy.
3. The student ombudsman operates in compliance with the right to anonymity of the student and any witnesses, as well as with confidentiality rules and office secrecy on information received.
4. The student ombudsman liaises directly with University staff and units to solve any issues that are submitted to him/her, also by urging the competent bodies and units to adopt the appropriate measures, though without substitute powers. He/she works with diligence and prudence, in order to help raise the quality standards of the services provided by the University, with the main objective of removing the causes of identified dysfunctions and non-compliance for the future.
5. The student ombudsman shall inform the complainant of his/her findings and the initiatives undertaken (or to be undertaken) as soon as possible, and in any case within thirty days of the complaint.

Art. 6

Office Organization

1. The student ombudsman carries out his/her functions using the human and instrumental resources assigned to him/her by the General Manager and the financial resources allocated in the University budget.
2. The office of the student ombudsman can be assigned staff also on a non-exclusive basis, it being understood that the staff shall report to the student ombudsman for the activity carried out at his/her office. The staff assigned to the office of the student ombudsman is bound to office secrecy as well as confidentiality on the facts and conduct of which they become aware in the performance of their duties.



Art. 7
Reports

1. The student ombudsman submits a report on the activity carried out for each academic year, including that of the expiry of his/her mandate, to the Senate, the Student Conference and the Council of Doctoral Students. The report may include recommendations and proposals for regulatory or administrative innovations. The annual report highlights general situations worthy of consideration and protection and envisages appropriate solutions.

2. The student ombudsman can send reports on specific issues to the Rector at any time, suggesting any appropriate measures and remedies.

Art. 8
Compensation

1. Pursuant to art. 66(2) of the Statute, the Board of Directors may grant a compensation to the student ombudsman.

Art. 9
Publicity

1. The activity of the student ombudsman is made known through the University website.

Art. 10
Entry into Force

1. These Regulations are issued by the Rector, are published on the University website and come into force on the fifteenth day following their publication.

Art. 11
Transitional Provisions

1. The Rector shall submit a proposal for the appointment of the student ombudsman to the Senate by the end of the month following the entry into force of these Regulations.

2. Pursuant to these Regulations, the student ombudsman shall take office on the date set by the Rector's provision announcing his/her appointment. The academic year in which the student ombudsman takes office counts as a full year towards the term of his/her mandate.