

Students' Complaints Commissioner – The Hebrew University of Jerusalem

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General

The purpose of these procedural regulations is to regulate the appointment of a Commissioner for students' complaints, his/her powers and the manner in which they will be executed.

Appointment

1. The Commissioner is an autonomous, independent authority.
2. The Commissioner will be appointed by the Rector of the University in consultation with the Chairman of the Students' Union. The appointed person must be a full professor, or an emeritus full professor.
3. The Commissioner will be appointed for a term of three years, which may be extended for a further term of three years. However, the term of appointment may not exceed six consecutive years.

Powers

4. The Commissioner will deal with complaints submitted by students of the university and by student candidates of the university, concerning personal academic or administrative matters in the framework of their studies, and will be authorized to examine, among other things, whether decisions were made in accordance with the university's procedures, without bias or arbitrariness.
5. The Commissioner shall not deal with matters that are within the jurisdiction of the Commissioner for the Prevention of Sexual Harassment. If such a complaint is submitted that falls within the jurisdiction of the Commissioner for Sexual Harassment, the complaint should be passed on and the complainant referred to the Commissioner for Sexual Harassment.
6. The Commissioner is authorized to forward a particular complaint on to the University Ombudsman for handling, whether in addition to or instead of investigating the complaint him/herself.
7. University authorities and employees are obliged to cooperate with the Commissioner and to provide, at his/her request, any information required to investigate the complaint, and must respond efficiently and promptly. The authorities must justify their decision to the Commissioner.

Decisions of the Commissioner

8. The Commissioner will check every complaint that is submitted to him/her, and will provide a reasoned response within a reasonable time.
9. The Commissioner is authorized to govern an investigation of the complaint upon receipt of all the relevant material from the complainant.
10. The Commissioner will not investigate a complaint if the circumstances are such that there exists a conflict of interest, or if he/she has already formed an opinion or made a decision in relation to the complaint. In cases in which the Commissioner is barred from investigating the complaint, he/she will notify the Rector accordingly, and the latter will appoint another person, who is qualified to be appointed Commissioner, to investigate the complaint.
11. Relief that the Commissioner is authorized to grant:
 - a. In the event that the Commissioner finds that the complaint is justified, he/she may recommend an amendment of the decision concerning the complainant.
 - b. The Commissioner may confine him/herself to drawing the attention of any university authority to a decision or to the conduct that appears to him to be inappropriate.
12. The Commissioner may recommend to university authorities to change regulations or laws that have emerged in the course of investigation of the complaint to be mistaken, deficient or in breach of the principles of natural justice.

Submitting a Complaint and handling a Complaint

13. A complainant will submit his complaint to the Commissioner using an [on-line form](#).
14. The complaint will be submitted after the complainant has exhausted all the appeal procedures contained in the Regulations relating to Teaching and Studying, University Bye-Laws and Faculty Regulations concerning the decision about which he is complaining, insofar as they exist.
15. In urgent cases, the Commissioner is authorized to handle the complaint even before all the procedures in the regulations have been exhausted.
16. The complaint will specify reasons and will be supported insofar as possible by documentation.
17. A complaint will be submitted as close as possible to the complainant having been notified of the decision in relation to which he/she is submitting his/her complaint.
18. The Commissioner may send a copy of the complaint to all the relevant parties. A complainant may request that his/her complaint be investigated anonymously, but the complaint must be submitted with identifying particulars. The Commissioner is permitted, in cases in which the complaint cannot be investigated without disclosing the particulars of the complainant, to notify the complainant of this and to desist from

handling the complaint, or ask the complainant to submit it with identifying particulars.

19. Every party involved in the complaint will act discreetly, preserving the privacy and the rights of the complainant and the complainee.
20. The Commissioner may, at his/her discretion and by virtue of his experience on the job, attempt to mediate between the complainant and the complainee.
21. Upon completion of the investigation and receipt of the responses of the relevant parties, the Commissioner will make his/her recommendation.
22. In the event that the complaint is not resolved despite the Commissioner's recommendation, the Commissioner will forward his/her recommendation to the rector.
23. The Rector may decide whether to accept or reject the recommendation of the Commissioner. The Rector's decision to reject the Commissioner's recommendation will be in writing.
24. A copy of the decision will be sent to the complainant, the complainee and the head of the relevant academic unit.
25. The Rector's decision shall be final.

Reports

26. Once a year, the Commissioner will publish an annual report summarizing his/her activities in the course of the year. This report will include conclusions and recommendations, with the names of those involved deleted. A copy of the report will be sent to the President, the Rector, and the Standing Committee.
27. The report will be submitted once annually, at the beginning of the second semester, relating to the year that has just elapsed. A summary of the report will be published on the university website annually.