

## **Students' Complaints Commissioner – The Hebrew University of Jerusalem**

Approved by the Standing Committee – 23.5.12

### **General**

The purpose of these procedural Regulations is to regulate the appointment of a Commissioner for Students' Complaints, his powers and the manner in which they will be exercised.

### **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, and he will be a full professor, including an emeritus full professor.
3. The Commissioner will be appointed for a term of 3 years, and he may be appointed for a further term, provided that he shall not serve for a period that exceeds 6 consecutive years.

### **Powers**

4. The Commissioner will deal with complaints submitted by students of the University and by candidates for study at the University concerning personal academic or administrative matters in the framework of their studies, and he is authorized to examine, inter alia, whether decisions were made in accordance with University procedural regulations, without prejudice or arbitrariness.
5. The Commissioner shall not deal with matters that are within the jurisdiction of the Commissioner for the Prevention of Sexual Harassment, and if a complaint is submitted to him that falls within the jurisdiction of the Commissioner for Sexual Harassment, and if a complaint has been submitted to him that is within the jurisdiction of the Commissioner for the Prevention of Sexual Harassment, he will pass it on to the latter, and refer the complainant to him.
6. The Commissioner is authorized to decide that a particular complaint will be handed on to the University Ombudsman for handling, whether in addition to or instead of investigating the complaint himself.
7. University authorities and workers must cooperate with the Commissioner and produce, at his request, any information required to investigate the complaint, and must respond to his requests efficiently and expeditiously. The authorities must provide the Commissioner with explanations as to their decision.

### **Decisions of the Commissioner**

8. The Commissioner will check out every complaint that is submitted to him, and will provide a reasoned response within a reasonable time.
9. The Commissioner is authorized to condition 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 material concern about a situation of conflict of interest or if he has already formed an opinion or made another decision in relation to the complaint. In cases in which the Commissioner is barred from investigating the complaint, he 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 may recommend an amendment of the decision concerning the complainant.
  - b. The Commissioner may confine himself 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 the form attached to these Regulations as Appendix A. The form may be submitted as an email, a fax, or may be delivered by hand to the office of the Commissioner. The form should be sent to the following address: [kvilot@savion.huji.ac.il](mailto:kvilot@savion.huji.ac.il)
14. The complaint will be submitted after the complainant has exhausted all the appeals 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 Commission 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 is submitting his complaint.
18. The Commissioner may send a copy of the complaint to all the relevant factors. A complainant may request that his complaint be investigated anonymously, but the

complaint must be submitted with identifying particulars. The Commissioner is permitted, in those 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 factor involved in the complaint will act discreetly, preserving the privacy and the rights of the complainant and the complaine.
20. The Commissioner may, at his discretion and by virtue of his experience on the job, attempt to mediate between the complainant and the complaine.
21. Upon completion of the investigation and receipt of the responses of the relevant factor, the Commissioner will make his recommendation.

### **Recommendation of the Commissioner**

22. The Commissioner's recommendation will be sent to the Rector within four weeks of the date of submission of the complaint, unless the Commissioner sets a different date for the response and notified the complainant of such.
23. The Rector may decide 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 complaine 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 activities in the course of the year, and will include his conclusions and recommendations, deleting the names of those involved, and he will send a copy of the Report to the President, the Rector, the Standing Committee and the Management Committee of the University.
27. The Report will be submitted once annually, at the beginning of each academic year, relating to the years that has just elapsed. A precis of the Report will be published on the University website annually.