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ARTICLE 1º. These provisions regulate the organization, operation, purposes, and duties of the University Ombudsman's Office at Universidad Peruana de Ciencias Aplicadas.

ARTICLE 2º. The University Ombudsman's Office is the body tasked with protecting the rights of the university community's members and ensuring that the principle of responsible authority is upheld. According to the University Bylaws, this office is subject to the coordination of the Secretary's Office.

ARTICLE 3º. The purposes of the University Ombudsman's Office are as follows:

- a) To protect the rights of the university community's members.
- b) To hear and respond to all complaints and reports made by members of the university community in relation to the violation of individual rights and liberties in the provision of services by UPC.
- c) To uphold the principle of responsible authority, justice, and equality for all; confidentiality in its actions; and respect for the Political Constitution of Peru, the University Act, and the Bylaws and regulatory provisions of UPC.
- d) To propose standards, policies, or actions to improve the defense of personal rights in the different services that the University provides to students, administrative staff, and professors.

ARTICLE 4º. The Ombudsman's Office does not have jurisdiction over complaints related to collective matters, labor rights, disciplinary measures, the academic assessment of professors and students, and violations that may be challenged through other channels established in Law 30220, or in the University's Bylaws and Regulations.

ARTICLE 5º. Complaints or reports shall be filed by the interested party by submitting a letter indicating the reporting party's personal information, the sector of the university community to which he/she belongs, and his/her legal address for service of notice, clearly setting forth the events giving rise to the complaint or report, and the grounds and scope of the claim being made. The University Ombudsman's Office shall not admit anonymous complaints or reports, those that lack sufficient grounds or fail to indicate the claim sought, those that have failed to exhaust all other channels established in the procedures and standards in force at the institution, and all those whose processing may be detrimental to the legitimate rights of third parties. In all cases,

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the interested party shall be informed in writing of the reason for which the complaint or report was not admitted.

ARTICLE 6°. Once the complaint or report is admitted, the University Ombudsman's Office shall oversee the timely investigation into the matter. Within a term of thirty (30) calendar days, the University Ombudsman's Office shall inquire, coordinate, and evaluate the issues deemed necessary in relation to the subject matter of the complaint or report.

For such purpose, it may request the legal counsel and/or technical assistance necessary for the performance of its duties, in accordance with the nature of the specific subject matter involved. It may likewise request the independent reports deemed necessary.

ARTICLE 7°. The University Ombudsman's Office is not an executive body. Its pronouncements, recommendations, and proposals shall not be final and binding, nor may they modify, of their own accord, the agreements or resolutions issued by the University's governing bodies.

ARTICLE 8°. The University Ombudsman's Office may issue recommendations and suggestions to academic and administrative bodies with regard to the protection of the rights of the university community's members.

ARTICLE 9°. At the end of each year, the University Ombudsman's Office shall submit to the Board of Directors an annual report on all activities carried out. This report shall contain, as a minimum, the number and types of complaints and reports filed, those for which an investigation was carried out, the results thereof, and the recommendations and suggestions made.

ARTICLE 10°. For its operation, the University Ombudsman's Office shall be headed by a Coordinator, whose duties shall include the performance of investigations, verifications, gathering of information, inquiries, and all other actions necessary to clarify those events, situations, and/or incidents submitted for its consideration.

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Approved by:		Date:
Carlos Bazán General Secretary	Edward Roekaert Rector	December 23, 2015

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