




Student Ombudsman Regulation



INSTITUTO SUPERIOR
DE TECNOLOGIAS
AVANÇADAS DE LISBOA

SGQ-REG-29 R0 - 0421



Student Ombudsman Regulation

Preamble

Article 25 of Law No. 62/2007, of 10th September, establishes the existence in each higher education institution, under the terms set by its statutes, of a student ombudsman, whose action is developed in articulation with the student associations and with the institution's bodies and services, namely with the Pedagogical Councils, as well as with its organic units. ISTECS Statutes, approved by Normative Dispatch no. 6466/2009, published in Diário da República, 2nd series, no. 160, August 19th, 2009, present, in articles 11 to 24, the figure of the student ombudsman, as an independent body, appointed for three years by the Director of the Institute.

Article 1

Function

The Student Ombudsman, hereinafter referred to as Ombudsman, is an independent body whose function is to critically and independently analyze the Institute's operation insofar as it influences the conditions of study, learning, and progression of students in their academic life, and to make the general and specific recommendations it deems necessary.

Article 2

Nature

The Student Ombudsman is an independent body, whose action is developed in articulation with the other ISTECS bodies (the Institute's Director, the Scientific-Technical Council, the Pedagogical Council, the Institute's Secretary-General, the Consultative Council, the Internal Evaluation Commission, and ISTECS's Student Association).

Article 3

Competence

It is incumbent upon the ombudsman to:

- a. Analysing students' complaints on pedagogical and/or administrative matters, as well as on other aspects of their academic life, directing to the Institute's competent bodies the recommendations it considers appropriate to prevent and remedy the situations verified;
- b. Search in collaboration with the competent organs, agents or services, the most adequate solutions to protect the students' rights;
- c. Provide necessary recommendations in the pedagogical and school action domain in order to guarantee their correctness and quality in the domain; To issue an opinion on actions to be taken to improve the quality of the teaching process;
- d. To issue opinions on any matters related to its function.

Article 4

Duty of cooperate

ISTECS's bodies, agents, services, students and other members have a duty to collaborate with the Ombudsman when requested to do so, as well as to respond promptly to information requested, so as not to compromise the performance of their duties.

Article 5

Confidentiality

1. The Ombudsman has a duty of confidentiality whenever the nature of the information obtained in the exercise of his functions so requires.
2. The duty of confidentiality is extensive to all those who cooperate with the Ombudsman.

Article 6

Mode of presentation, exposures or complaints

1. Expositions and complaints may be presented orally or in writing (preferably), namely by sending an e-mail to provedorduestudante@istec.pt, containing:
 - a. Name, student number, telephone contact and course;
 - b. The facts that brought the rights of the interested parties into question;
 - c. The authors of the acts indicated in the exhibit or complaint;
 - d. The due grounds of the exposure or complaint;
 - e. The exposure or complaint must be signed and dated by the exposition or complaint.
2. When presented orally, they are reduced to a record signed by the individual.
3. Exposures or complaints may only be filed by ISTEC students or legal representatives.
4. Where exposures or complaints are not presented in adequate terms, they are requested to be rectified.

Article 7

Not applicable

1. The complaint is deemed unfounded and is properly dismissed when:
 - a. It fails to comply with the provisions of the previous article;
 - b. When the Ombudsman concludes that the exposure or complaint does not contain sufficient elements for any procedure to be adopted, as well as the reason for the exposure or complaint occurred more than one year ago;
 - c. When the matter in question has already been resolved or is in the process of being resolved..
2. Decisions of non-applicability shall be brought to the attention of the student by the most rapid and effective means and duly recorded.

Article 8

Forwarding

When the Student Ombudsman detects that the exposure or complaint, could be dealt with through another procedure, application, appeal already in place at ISTEC, it can simply forward it to the competent entity.

Article 9

Preview Hearing

Before formulating any conclusions, the Student Ombudsman should hear the parties (bodies, teaching and non-teaching staff, or students) so that they have the opportunity to present their side of the story.

Article 10

Acceptance of the complaint

Within twenty days of receipt of the complaint, the Ombudsman shall send the other party written information on the steps taken to date. Whenever the Ombudsman is unable to obtain due collaboration, he shall call for the intervention of the competent hierarchically superior body or, where appropriate, of the Director of ISTEC.

Article 11

Mandate

1. The Student Ombudsman's term of office is three years and may be renewed.
2. The Student Ombudsman shall remain in office until his or her successor takes office, who shall be appointed within the sixty days prior to the end of his or her term.

Article 12
Termination of office

1. The duties of the Student Ombudsman shall cease, before the expiration of the term of office, in the following cases:
 - a. Resignation of the incumbent;
 - b. Permanent incapacity of the incumbent;
 - c. Manifest incompatibility with the normal exercise of the position.

Article 13
Doubts and omissions

The doubts and omissions arising from the application of the present regulation are resolved by the Director and/or Secretary-General of ISTEC.

Article 14
Entry into force

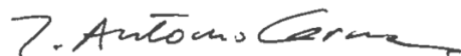
This Student Ombudsman Regulation will come into force on April fourteenth, two thousand and twenty-one and will be published on ISTEC Lisbon's website (www.istec.pt) and in the other usual places.

Approved by the President of the Scientific-Technical Council on april 14, 2021



(President STC: Pedro Ramos Brandão)

Homologated by the Director of the Instituto Superior de Tecnologias Avançadas de Lisboa on april 14, 2021



(Director of the ISTEC Lisbon: José António da Silva Carriço)