Researcher Ombudsman Guidelines

- Researchers on the staff of Politecnico di Torino can contact the Researcher Ombudsman to settle disputes or lodge complaints against other researchers or supervisors in accordance with "Complaints and appeals" principle of the European Charter for Researchers.
- Complains lodged to the Researchers Ombudsman are informal and do not replace judicial protection in the proper sense.
- The Ombudsman intervenes in a case upon written request of the interested party sent by e-mail to garante.ricercatori@polito.it. The Ombudsman does not deal with anonymous requests and is not allowed to take any action without the explicit consent of the interested party.
- In order to reach a solution the Ombudsman:
  - meets the person who has requested his/her assistance;
  - suggests the interested party to contact the person in charge of handling the case if this is not under his/her jurisdiction.
  
  If the Ombudsman believes that the case falls under his/her jurisdiction:
  1. requests the interested party to submit a written report in order to further examine the case, together with any other document which may be useful for the aforementioned purpose;
  2. requests the interested party to sign a privacy form;
  3. provides advice on the most suitable way to solve the case;
  4. summons the third party(s) involved in the case when a discussion is necessary;
  5. can propose joint meetings to find a solution;
  6. can access the administrative documents related to the case.
- The Ombudsman must complete his/her intervention within 90 days of the beginning of the procedure, i.e. the date of reception of the written report.
- In the event of facts that require an action for civil, criminal, administrative or disciplinary liability, the Ombudsman informs the Rector who takes the necessary measures.
- The Ombudsman must take any appropriate measure to safeguard the privacy of the researchers who decide to turn to him/her.

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1 The term "researchers" here refers to the definition given in the 3rd section of the Recommendation of the European Commission concerning the European Charter for Researchers and a Code of Conduct for the Recruitment of Researchers (2005/251/EC). It includes those who carry out research activities at any career stage and with any role: PhD students, research fellows, researchers