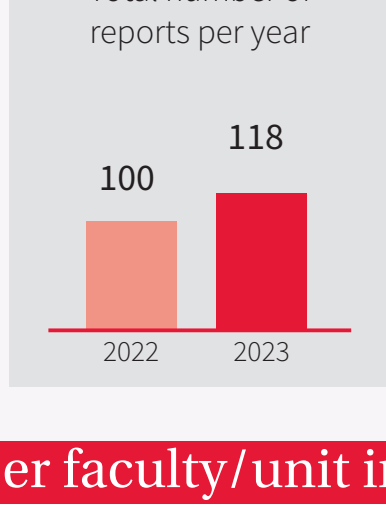


2023 Annual Report of the Ombudsperson

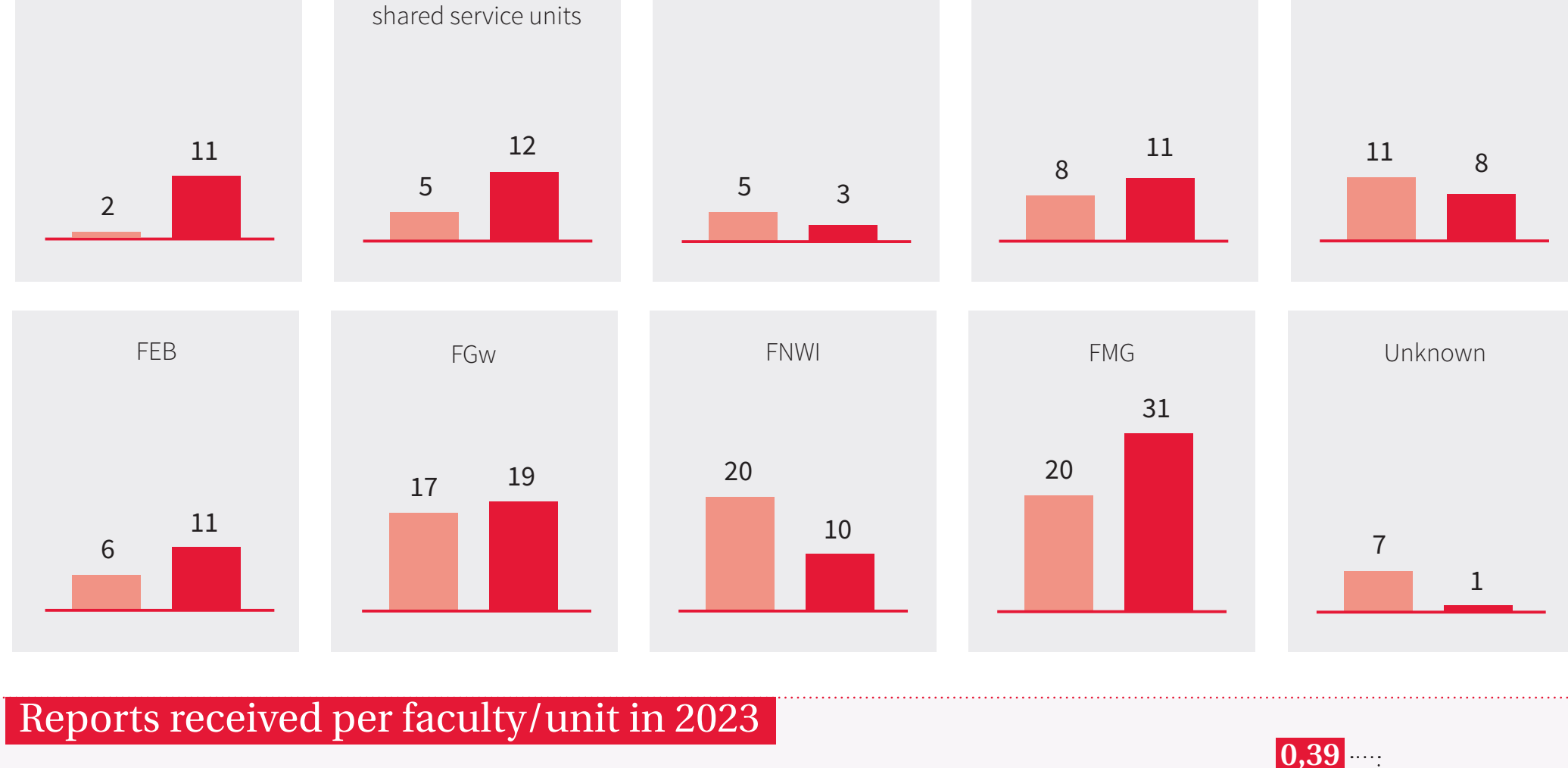
Number of reports



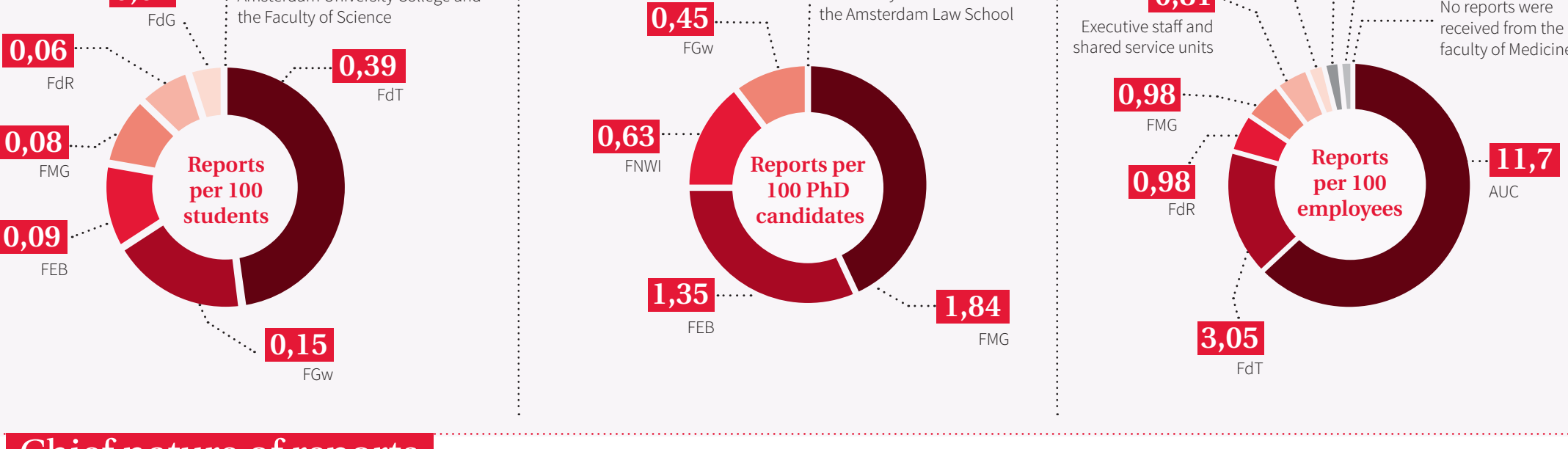
The number of reports increased by 18% compared to 2022. This increase is partly the result of a number of group reports¹ in 2023.

¹ Group reports are reports that have been submitted jointly – in coordination with each other – to the Ombudsperson. The reports have been counted individually to take into consideration the specific experiences of the individual reporting parties and differences in demographic information.

Total number of reports per faculty/unit in 2023

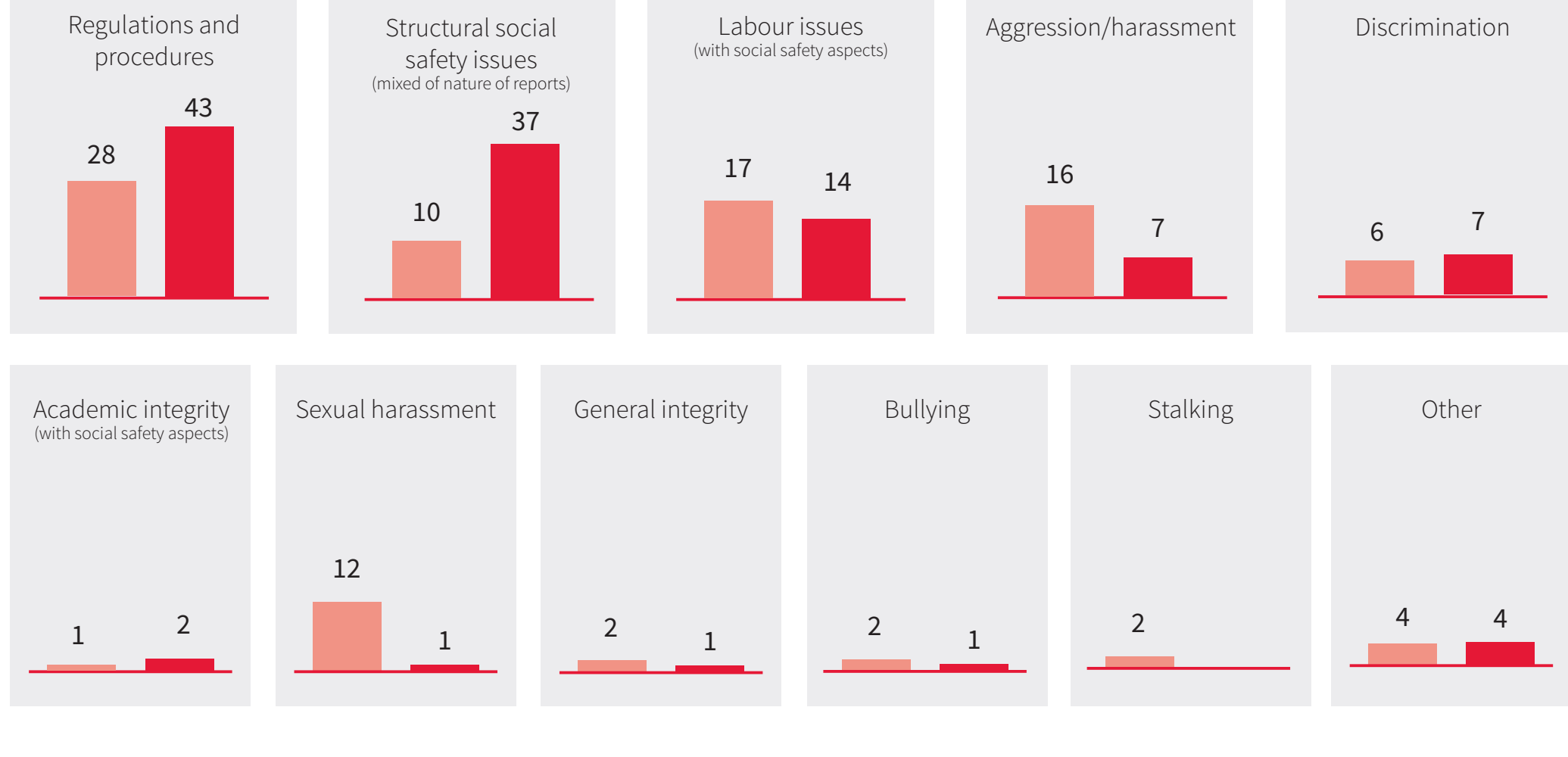


Reports received per faculty/unit in 2023

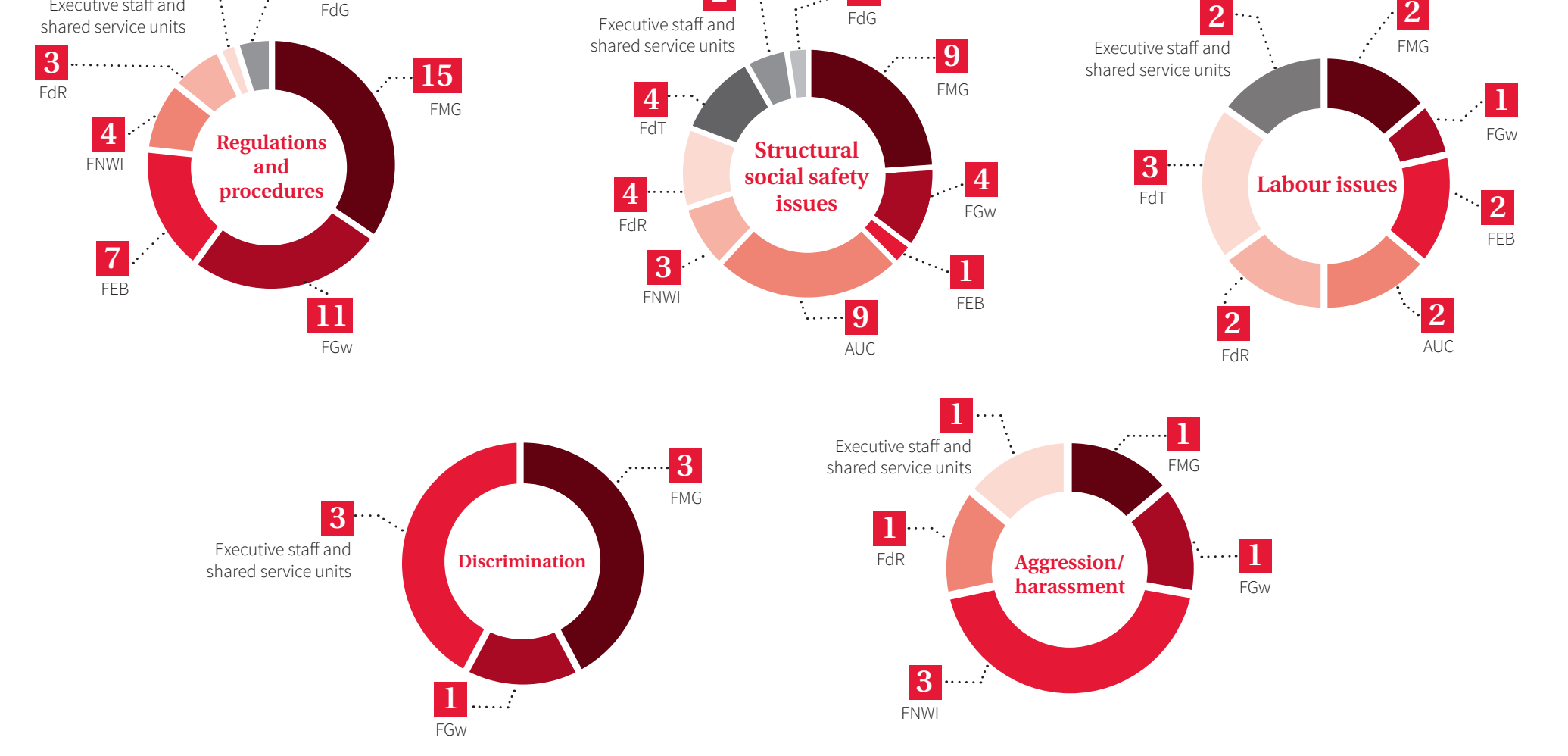


Chief nature of reports

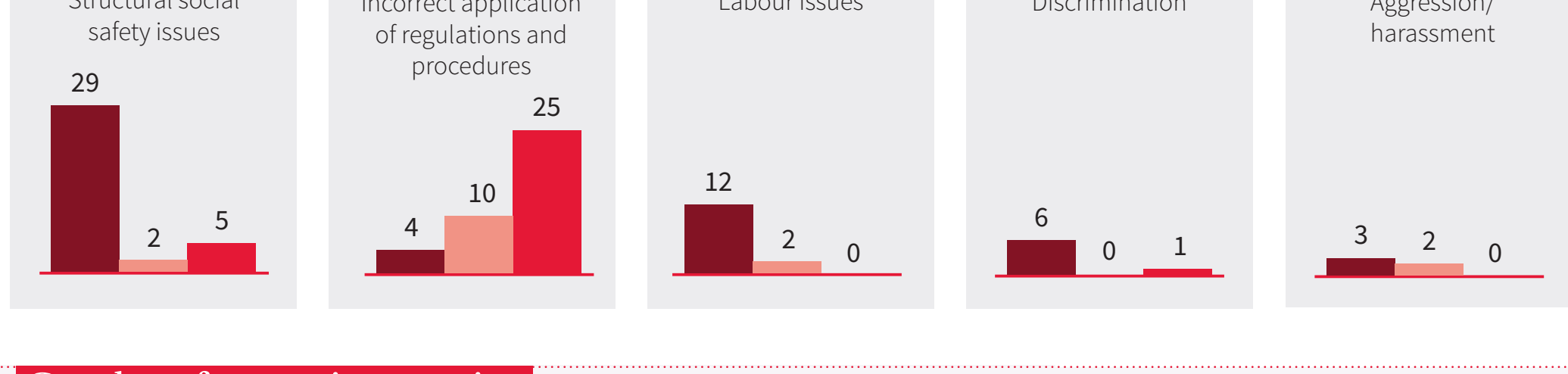
Chief nature of reports per year



Most common nature of reports per faculty/service unit in 2023

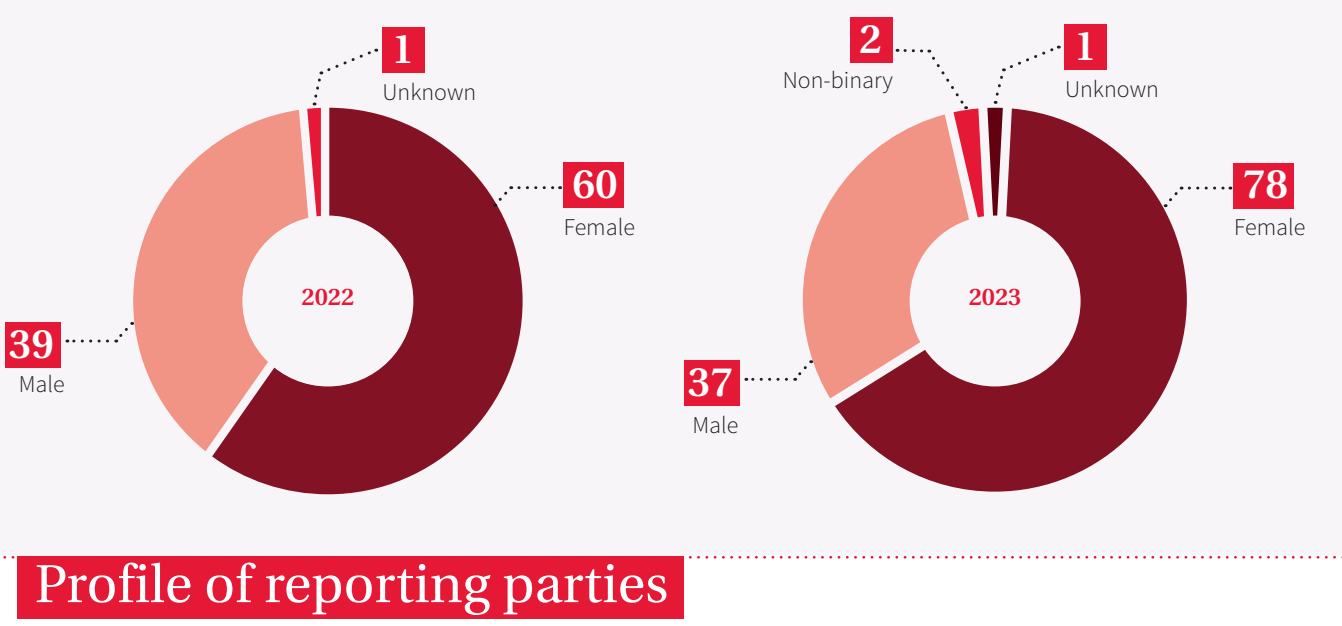


Profile of reporting parties by most common nature of reports in 2023



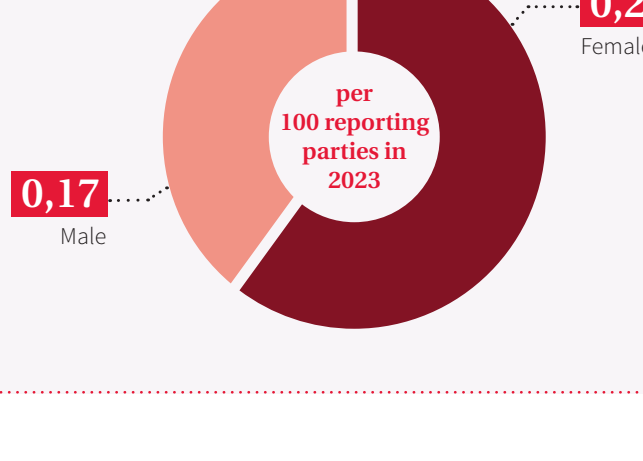
Gender of reporting parties

Gender of reporting parties per year



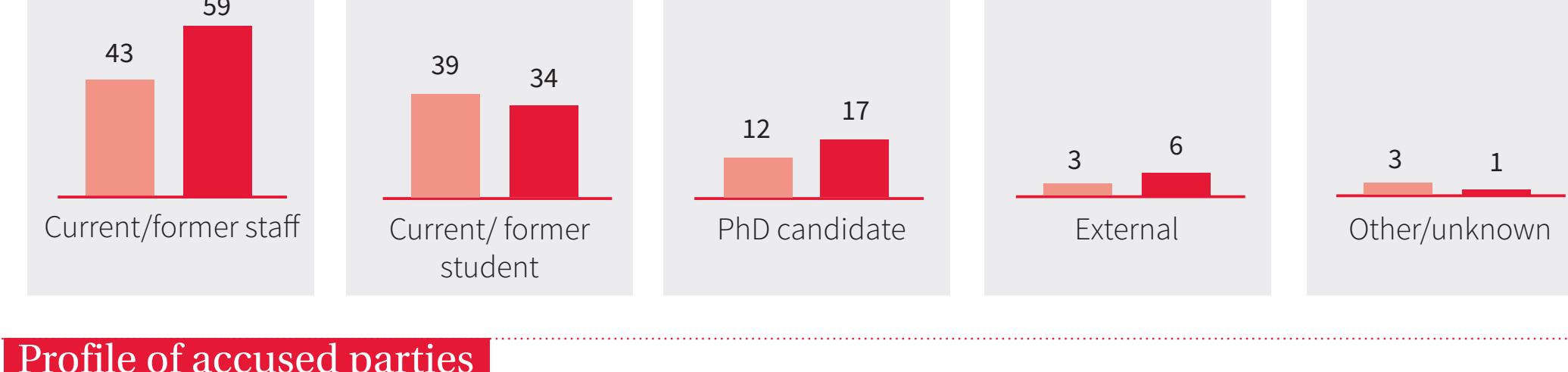
Biological sex of reporting parties

Women are overrepresented among all groups of reporting parties. It is not known why more women than men make reports. It is possible that women experience situations involving a lack of social safety more often than men.



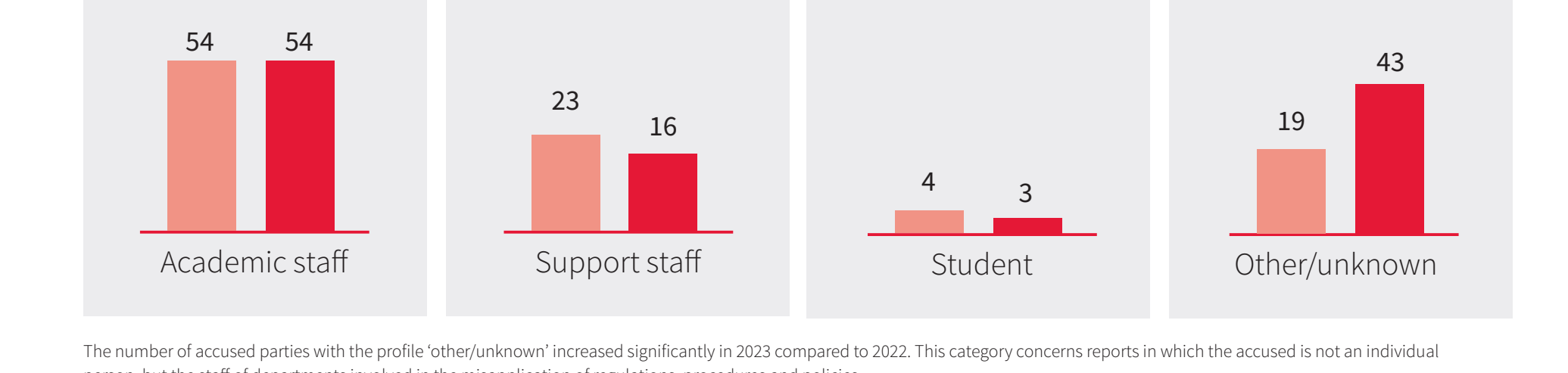
Profile of reporting parties

Profile of reporting parties per year



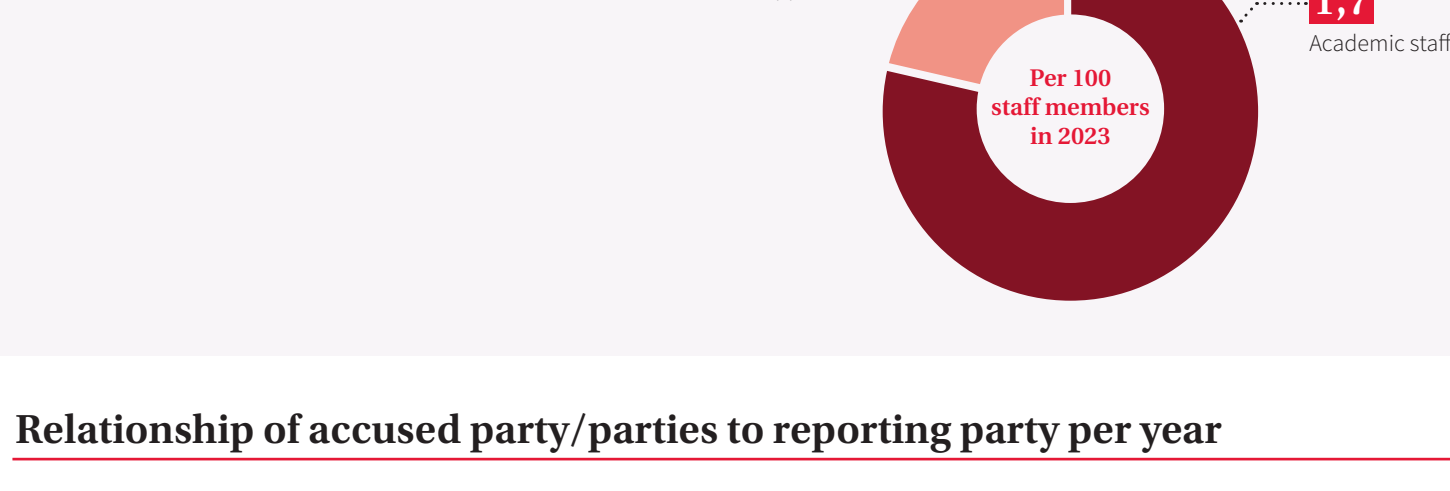
Profile of accused parties

Profile of accused parties per year

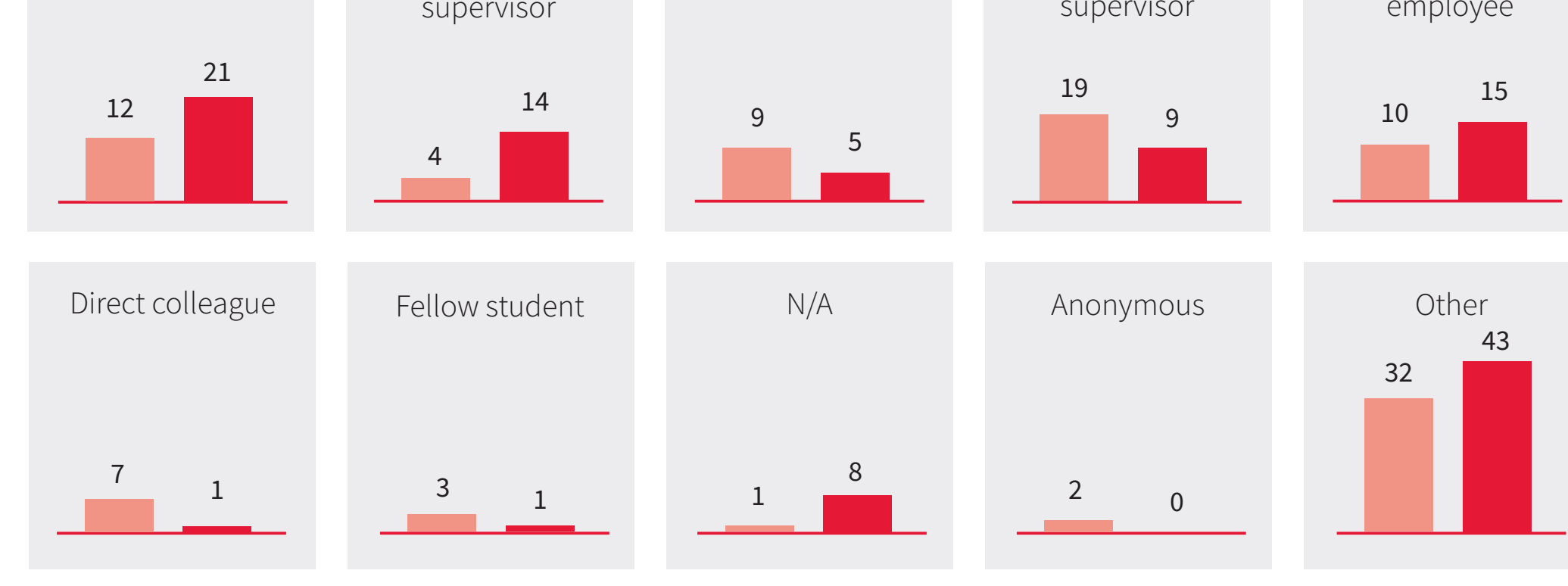


The number of accused parties with the profile 'other/unknown' increased significantly in 2023 compared to 2022. This category concerns reports in which the accused is not an individual person, but the staff of departments involved in the misapplication of regulations, procedures and policies.

Profile of accused parties per 100 employees in 2023



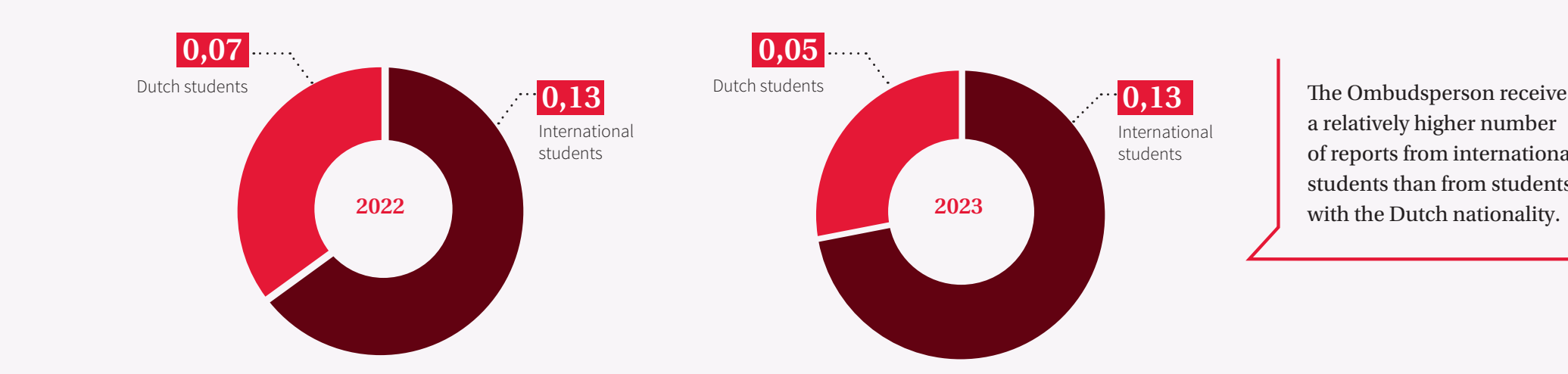
Relationship of accused party/parties to reporting party per year



*N/A = reports from external reporting parties who fall outside other categories.
*Other = reports concerning structural social safety issues concerning the application of regulations, procedures and policies.

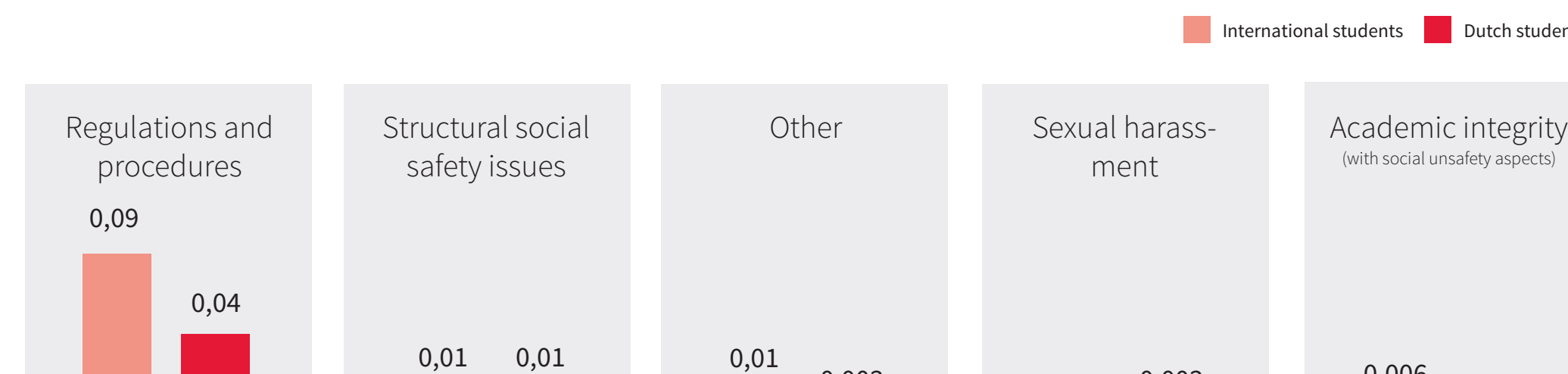
Specific trends

Reports per year per 100 students: Dutch students versus international students

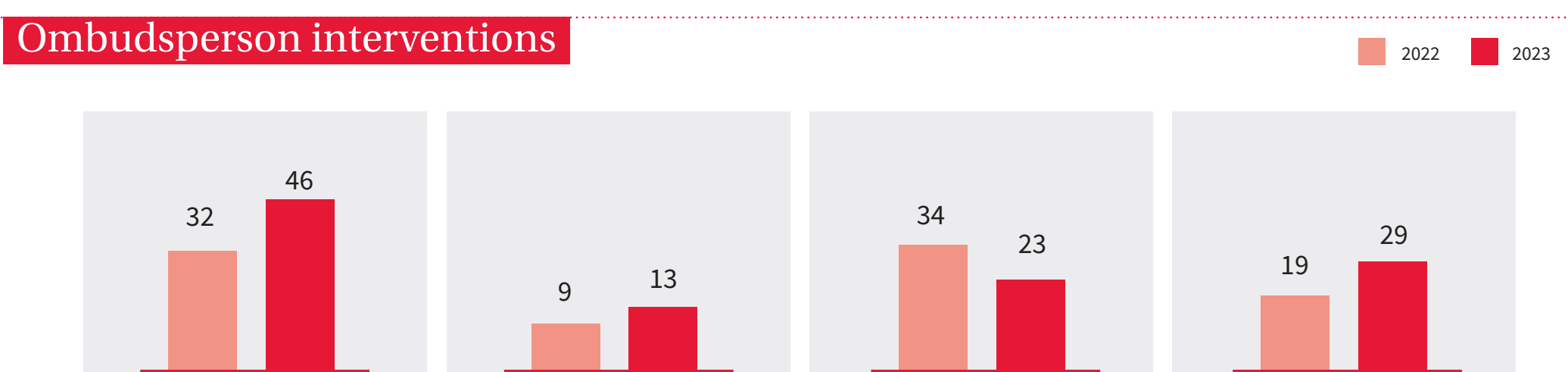


The Ombudsperson received a relatively higher number of reports from international students than from students with the Dutch nationality.

Reports by nature per 100 students: Dutch students versus international students



Ombudsperson interventions



Recommendations Ombudsperson

- Invest in leadership, diversity and inclusion**
 - Leadership**
 - Focus on further developing leadership and leadership skills aimed at promoting social safety within teams.
 - Exit interviews should be conducted structurally with employees leaving the UvA.
 - Invest more in recruitment and retention.
 - International students, PhD candidates and staff**
 - Pay more attention to clarified information provision (clarity and accessibility) and effective guidance and support.
 - Invest in the intercultural skills of employees.
 - Relatively few students report to the Ombudsperson and confidential advisors. One possible reason for this disparity is that students are unfamiliar with the options. The Ombudsperson recommends investing in information provision for students.
 - Students with a disability**
 - Review the effectiveness of the current 'Policy for Persons with a Disability, Chronic Illness or Occupational Disability' (2016) and its implementation, and to take improvement measures where necessary.
- Evaluate the practical application of the complaints procedure ('Regulations for Employee and Student Complaints Procedures') and take improvement measures where necessary**
 - Evaluate the practical application of the complaints procedure and take improvement measures where necessary. Pay attention to the processing time, communication regarding the procedure and progress, all parties' need for support and aftercare/follow-up.
- Focus on the position of the employee as accused party**
 - Pay attention to proper support and guidance for both reporting party/parties and the accused during the process.
- Focus on the role of the confidential adviser on individual legal status**
 - The Ombudsperson recommends an evaluation of the VIR's position and working method.
- Focus on students with mental-health symptoms and/or concerning behaviour**
 - Explore the options to best support this group of students.
- Focus on the procedure for reporting a deficiency in professional conduct**
 - If, during the program, a lecturer or examiner reports that a student has demonstrated mastery of the general skills required in contact with others, this will be reported and noted in the student's portfolio. The Ombudsperson recommends that attention be paid to the position of these students. Transparency about the procedure for reporting a deficiency in professional conduct, the findability and accessibility of information on this procedure and careful communication towards students are all areas for attention.
- Focus on the position of student assistants**
 - Pay attention to the position of student assistants and arrange the necessary safeguards centrally. Concerns include the clarification of roles and responsibilities; the support and protection afforded to employees; and sufficient safeguards to avoid conflicts of interest.