



INTERNATIONAL EUROPEAN UNIVERSITY

REGULATIONS ON CONFLICT RESOLUTION AT INTERNATIONAL EUROPEAN UNIVERSITY

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of International European University
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1. GENERAL PROVISIONS

1.1. Regulations on Conflict Resolution at International European University (hereinafter referred to as the Regulations) are developed in accordance with the Laws of Ukraine On Education, On Higher Education, On the Principles of Prevention and Counteracting Discrimination in Ukraine, On Ensuring Equal Rights and Opportunities for Women and Men, the Code of Ukraine on Administrative Offenses, the Law of Ukraine On Citizens' Appeals and other acts of the current legislation.

1.2. International European University (hereinafter referred to as the University) complies with the legislation of Ukraine in the following areas:

- detecting, combating and preventing corruption;
- ensuring gender equality;
- combating all types of discrimination;
- combating sexual harassment.

1.3. The Regulations use terms in the following meanings:

- bullying (harassment);
- acts (actions or omissions) of participants in the educational process that consist of psychological, physical, economic, sexual violence, including using electronic communications, committed by a student or other participants in the educational process against him/her, as a result of which the victim's mental or physical health could have been or was harmed;

- mobbing (harassment): acts (actions or omissions) of participants in labor relations that consist of psychological, physical, economic violence, including using electronic communications, committed against a University employee or by such a person against other persons in order to humiliate their human dignity on certain grounds, create a tense, hostile, offensive atmosphere towards them and force a participant in labor relations to change their place of work;

- discrimination: actions as a result of which a person and/or a group of persons, on the basis of their race, skin color, political, religious and other beliefs, gender, age, health, ethnic and social origin, citizenship, marital and property status, place of residence, language or other characteristics that have been, are or can be real or assumed, is restricted in the recognition, exercise or use of rights and freedoms in any form, except when such restriction has a legitimate, objectively justified purpose, the means of achieving which are appropriate and necessary;

- oppression: undesirable behavior for a person and/or a group of persons, the purpose or effect of which is to humiliate their human dignity on certain grounds or to

create a tense, hostile, offensive or disrespectful atmosphere in relation to such a person or group of persons;

- conflict: a clash of opposing interests and views, tension and extreme aggravation of contradictions, which leads to active actions, complications, struggles accompanied by complex conflicts; a situation where each party tries to take a position incompatible with the interests of the other party;

- sexual harassment is actions of a sexual nature expressed verbally (threats, intimidation, obscene remarks) or physically (touching, patting), which humiliate or offend persons in a relationship of labor, service, material or other subordination.

1.4. The application of these Regulations does not exclude the possibility of applying other provisions of the current legislation to protect the person's rights and legitimate interests.

2. GENERAL PRINCIPLES OF THE CONFLICT RESOLUTION POLICY

2.1. The University administration and Heads of the University's structural units are obliged to regularly conduct information and educational campaigns aimed at:

- raising awareness of employees and students on conflict prevention, in particular, related to bullying, mobbing, sexual harassment, oppression, discrimination, etc.;

- preventing conflict situations;

- detection of conflict situations;

- resolving conflict situations;

- prevention and implementation of educational measures.

2.2. Prevention of conflict situations at the University is carried out through informational, communicative, social, psychological, educational and organizational work with participants in the educational process and employees of the University aimed at understanding the essence of equality, solidarity, tolerance, removing false, distorted information from the information field of the University, organizing tolerant and constructive communication, interaction with informal leaders and micro-groups, reducing social tension and strengthening the social and psychological climate in the team, resolving personnel issues and changing interaction conditions.

2.3. Recommended methods of conflict prevention:

- creation of an atmosphere of trust and mutual respect in relations between participants in the educational process, employees of University's structural units, team members and students;

- reasonable demands on the part of heads of structural units to their subordinates in the performance of their duties;

- compliance with the standards for the allocation of working time and workload between participants in labor relations;

- fair remuneration for work, moral and material incentives; adherence to the principle of social justice in any decisions concerning interests of employees, students and each individual.

2.4. Actions of the Head of a structural unit to resolve conflict situations:

- conversation with conflict parties to clarify the causes and nature of the conflict situation and to find ways to resolve it;

- initiating consideration of the conflict situation by the Conflict Resolution Committee of International European University;

- control over the implementation of decisions of the Conflict Resolution Committee.

2.5. Ways to resolve conflict situations:

- administrative (warning, reprimand, dismissal, transfer to another position, court decision, expulsion from the number of students, etc.) in accordance with the current legislation;

- teaching (conversation, persuasion, request, explanation, psychological assistance, etc.).

2.6. The University prohibits:

- discriminatory statements that contain offensive, humiliating statements about individuals based on gender, appearance, clothing, sexual orientation, etc;

- harassment of a person and/or group of persons in any form;

- hate speech, statements containing swear words, obscenities, insults, threats or calls for violence against a particular person or group of persons.

The use of discriminatory vocabulary, discriminatory statements and hate speech against individuals or groups of individuals based on race, color, political, religious and other beliefs, gender, age, health, ethnic and social origin, citizenship, marital and property status, place of residence, language or other characteristics is prohibited in public statements of employees and students of the University, as well as online and printed materials authored by them.

3. CONFLICT RESOLUTION PROCEDURES

3.1. To resolve conflict situations, International European University establishes a Conflict Resolution Committee (hereinafter referred to as the University Committee)

relying on the current legislation, regulatory documents of International European University and these Regulations.

3.2. The University Committee is a collegial body that considers appeals from participants in the educational process and employees of the University, other persons regarding conflict situations, decides on ways and means of resolving them, analyzes precedents and develops recommendations for preventing conflict situations.

3.3. The composition of the University Committee is approved by the Rector's order to resolve a specific conflict situation.

3.4. The University Committee consists of the First Vice-Rector for the relevant area, the Director of the Education and Research Institute, the Head of the Legal Department, a representative of the Student Parliament and/or other employees of the University.

3.5. The University Committee is led by the Chair of the Committee from its members appointed by the Rector's order.

3.6. If the Chair of the Committee cannot attend the meeting for valid reasons, his/her duties shall be performed by another member of the Committee appointed by a simple majority of votes of the members of the University Committee present at the meeting.

3.7. Documentary support of the University Committee is carried out by the Secretary of the Committee appointed by the Rector's order.

3.8. The University Committee is convened by the Secretary of the Committee who shall notify members of the Committee and invited persons of the date, time, place and manner of the meeting, including remotely using technical means of communication.

3.9. Submission of appeals to the University Committee is carried out in accordance with the Law of Ukraine On Citizens' Appeals.

3.10. The appeal shall contain the applicant's full name, place of residence, means of communication, e-mail, and specify the essence of the issue raised, comments, suggestions, statements or complaints, requests or demands. A written request shall be signed personally by the applicant(s) and dated. An electronic appeal shall also contain an electronic mail address to send a response or information about other means of communication. The use of an electronic digital signature is not required when sending an electronic application.

3.11. An appeal drawn up without observance of the provisions of paragraph 3.10 is returned to the applicant with appropriate explanations no later than five days from the date of its receipt, except as for cases stipulated in part one of Article 7 of the Law of Ukraine On Citizens' Appeals. It is prohibited to refuse to accept and consider an appeal

with reference to political views, party affiliation, gender, age, religion, nationality, or lack of knowledge of the language of the appeal.

3.12. Conflict parties are invited to the meeting by the Secretary of the Committee on a mandatory basis. The absence of one or both conflict parties at the meeting is not grounds for canceling the meeting.

3.13. The meeting of the University Committee is deemed legitimate if at least 2/3 of its members are present.

3.14. The decision of the University Committee is made by open voting and is considered adopted if more than 50% of the members present at the meeting vote for it.

3.15. The results of meetings of the University Committee are drawn up by the Secretary of the Committee in the form of protocols signed by the Secretary and the Chair of the Committee. The protocol shall indicate the decision of the University Committee and its executors.

3.16. Based on the decision of the University Committee, one makes a submission to the Rector for making managerial decisions stipulated and permitted by the current legislation, including reprimanding or dismissing an employee, expelling a student, warning and other response measures.

3.17. The original protocol and materials of the meeting of the University Committee are kept by the Secretary of the Committee. A copy of the decision and materials of the formal procedure shall be kept in the personal file of the employee or student.

3.18. Conflict parties shall be notified of the results of decisions made.

3.19. If the Chair or a member of the University Committee has a conflict of interest in relation to any of the conflict parties, they do not take part in the meeting and decision-making on this conflict situation. This person shall notify the Committee of the conflict of interest in writing.

3.20. If the conflict situation concerns a minor, the presence of one of the parents (legal representative) of the minor at the meeting of the University Committee is mandatory.

3.21. The Committee can choose the following ways to resolve a conflict situation: informal procedure; formal procedure.

3.21.1. **Informal procedure.** After receiving a registered complaint (statement of a conflict situation), the Chair of the Committee examines the complaint, instructs the Secretary of the Committee to obtain, if necessary, clarifying and additional information related to the conflict situation in writing from the person and sets a date for a joint meeting with the conflict parties. The Committee meets with the complainant and the

respondent (possible potential violator) on a certain date. The Committee examines the complaint, provides explanations and consultations to both parties, suggests ways to resolve the conflict situation that do not involve administrative/disciplinary decisions by the University administration. If a joint decision is reached (agreement of the parties), the informal procedure is completed. At the request of the conflict parties, the joint decision shall be made in writing. A copy of such joint decision shall be kept by the Committee.

3.21.2. **Formal procedure.** A formal way of responding to a conflict situation is carried out in the following cases:

- if the complainant has chosen the formal procedure;
- if the respondent (potential violator) refuses to follow the informal procedure;
- if the informal procedure did not result in a joint decision.

The Committee receives, if necessary, clarifying and additional information related to the conflict situation in writing from the conflict parties.

The Committee shall set the date(s) for the meeting(s) with conflict parties, which shall not exceed thirty calendar days from the date of receipt (registration) of the complaint. Within 30 calendar days from the date of receipt of the complaint, the Committee shall hold a meeting involving the complainant, the respondent (potential violator), witnesses and other persons who can provide the necessary information. The term of consideration can be extended for no more than fifteen days with the relevant decision of the Committee.

If necessary, the Committee can request additional information, as well as seek advice and/or information from University employees disinterested in the situation under consideration.

The University Rector shall be informed of the formal procedure.

Based on the results of the formal procedure, the Committee makes a decision specified in the protocol. Each of the conflict parties receives a copy of the Committee's decision against a personal signature (if possible) and/or by electronic means.

4. FINAL PROVISIONS

4.1 These Regulations are adopted by the Academic Council of International European University and put into effect by the Rector's order.

4.2 Amendments or additions to these Regulations shall be made by setting it out in a new version.

4.3. In case of amendments to the regulatory acts governing relations defined in these Regulations, provisions of the legislation of Ukraine shall apply until the relevant amendments to these Regulations are made.