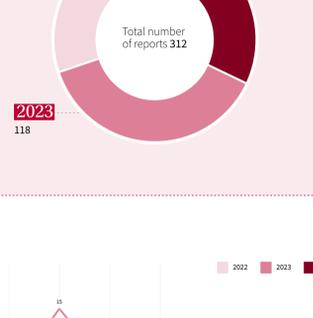


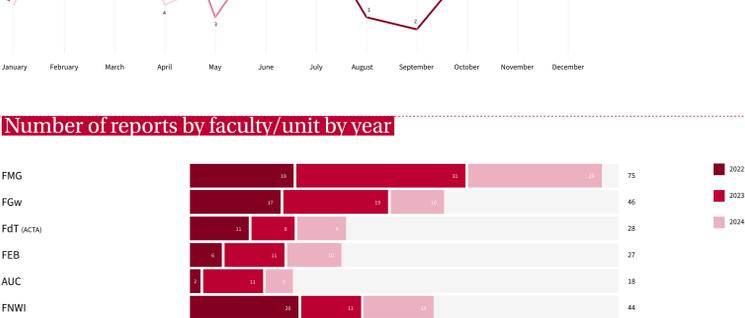
2024 Annual Report of the Ombudsperson

Number of reports

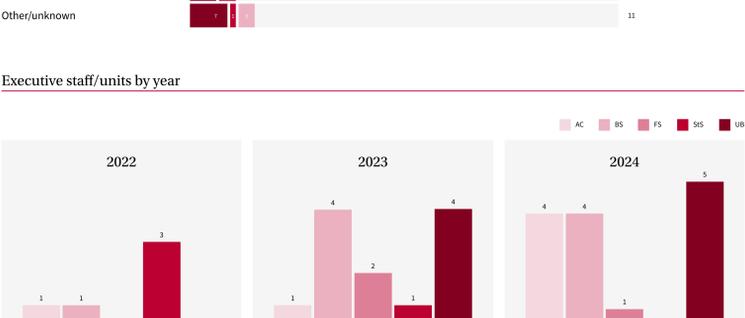
In 2024, the Ombudsperson received 94 reports. This is a decrease from previous years. In the first half of 2024, the Ombudsperson received 56 reports (similar to 2023), while in the second half of 2024, there were 38 reports.



Number of reports by month



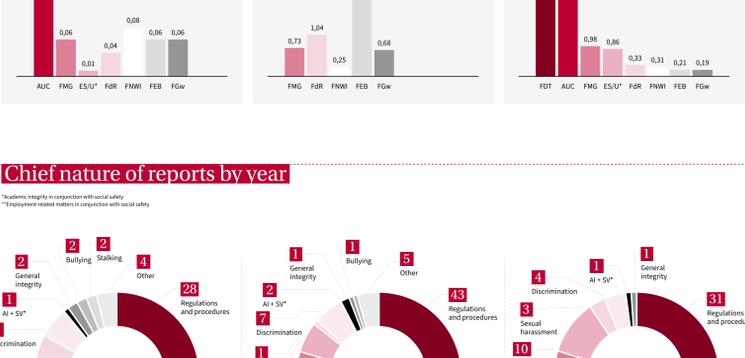
Number of reports by faculty/unit by year



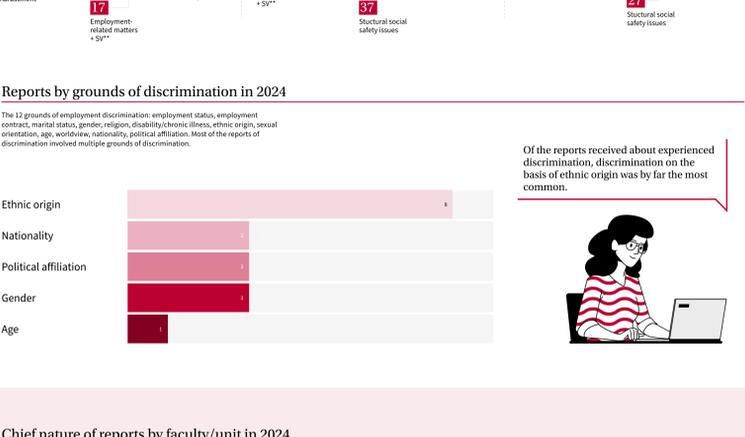
Executive staff/units by year



Number of reports by faculty/unit per 100 students, PhD candidates and staff members in 2024

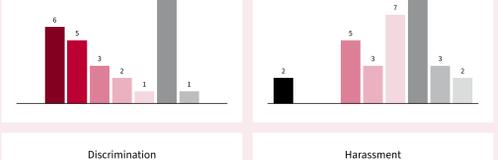


Chief nature of reports by year

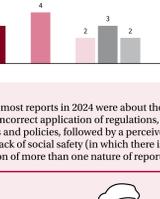


Reports by grounds of discrimination in 2024

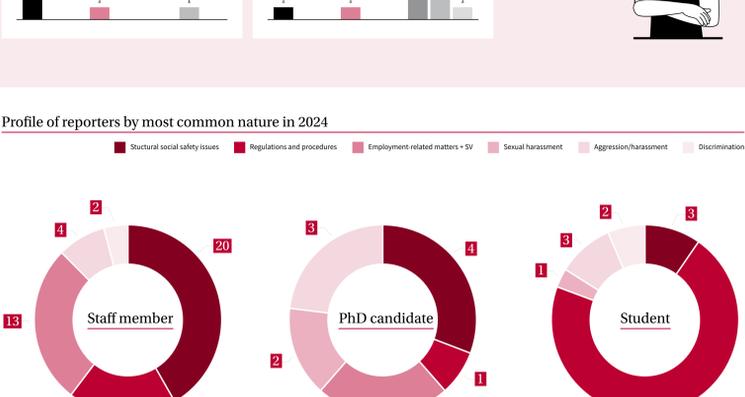
The 12 grounds of employment discrimination: employment status, employment contract, marital status, gender, religion, disability/chronic illness, ethnic origin, sexual orientation, age, worldview, nationality, political affiliation. Most of the reports of discrimination involved multiple grounds of discrimination.



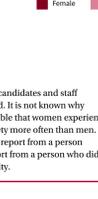
Of the reports received about experienced discrimination, discrimination on the basis of ethnic origin was by far the most common.



Chief nature of reports by faculty/unit in 2024



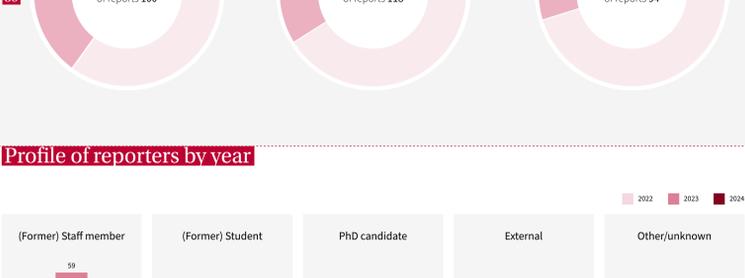
As in 2023, most reports in 2024 were about the perceived incorrect application of regulations, procedures and policies, followed by a perceived structural lack of social safety (in which there is a combination of more than one nature of reports).



Profile of reporters by most common nature in 2024

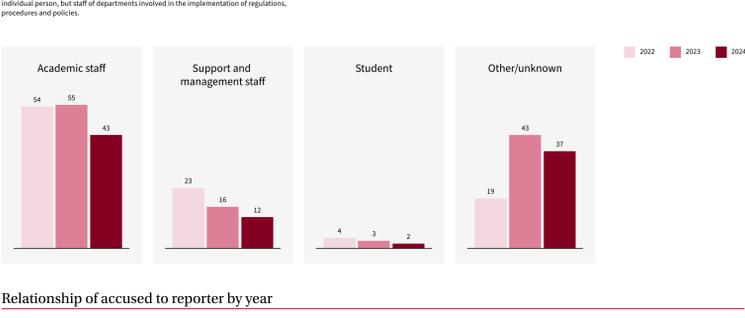


Biological sex of reporters

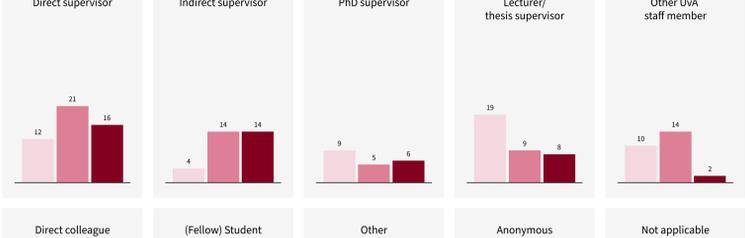


In all reporting groups (students, PhD candidates and staff members), women are overrepresented. It is not known why women submit more reports. It is possible that women experience situations involving a lack of social safety more often than men. In 2024, the Ombudsperson received one report from a person identifying as non-binary and one report from a person who did not want to disclose their gender identity.

Number of reports by gender by year

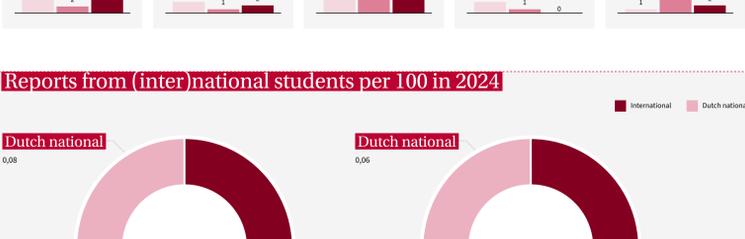


Profile of reporters by year



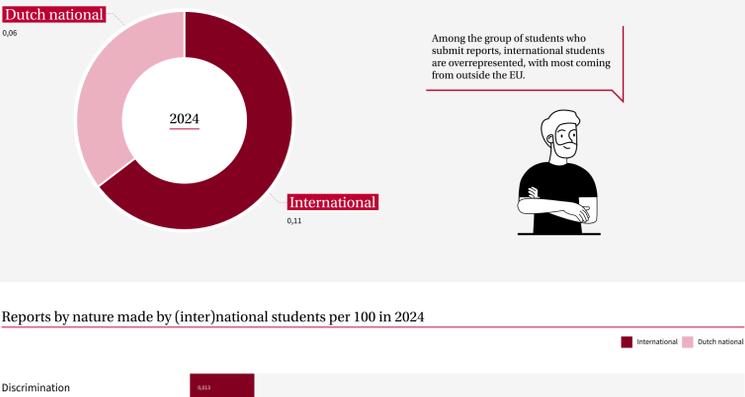
Profile of accused by year

The number for the 'other/unknown' profile relates to reports where the accused is not an individual person, but staff of departments involved in the implementation of regulations, procedures and policies.

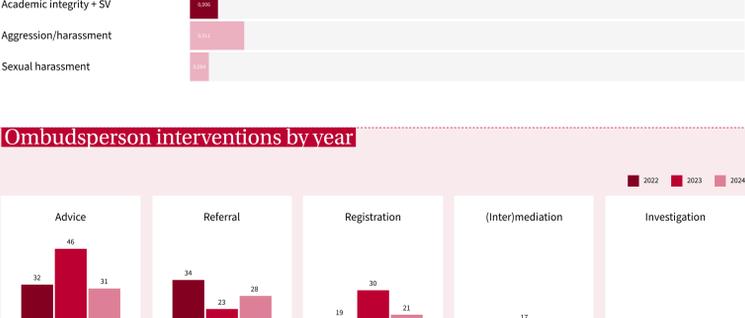


Relationship of accused to reporter by year

Reports in which the relationship is 'not applicable' are reports from external reporting parties who fall outside other categories. Reports where the relationship is 'other' are not focused on one individual, but multiple staff from (usually) units involved in the application of rules, procedures and/or policies.



Reports from (inter)national students per 100 in 2024



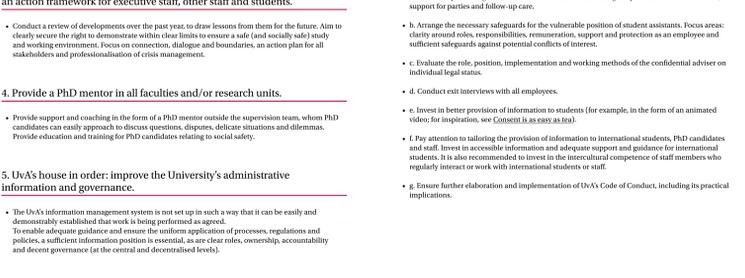
Among the group of students who submit reports, international students are overrepresented, with most coming from outside the EU.



Reports by nature made by (inter)national students per 100 in 2024



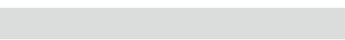
Ombudsperson interventions by year



How did you come into contact with the Ombudsperson?

A modest focus pilot was launched in 2024, in which those involved in a report were asked by the Ombudsperson to provide feedback about their experience in dealing with the Ombudsperson.

How would you rate your interaction with the Ombudsperson?



Recommendations by the Ombudsperson

- Systematically invest in leadership and supervisors at all levels.
 - Focus on the further development of leadership and leadership skills, with a focus on promoting social safety and learning to communicate about desired behaviour.
- Invest in enabling the discussion of desirable and undesirable behaviour and improving willingness to report/share signals among students and staff (including PhD candidates).
 - Ensure confidential and useful recording, follow-up and monitoring of signals, reports and complaints in all faculties and units.
 - Be transparent about how reports were followed up, what was learned from them and what improvement measures have been taken, including follow-up care, admitting mistakes and offering sincere apologies where appropriate.
 - Ensure explicit protection of reporting parties.
 - Ensure training to support staff members in the role of bystander.
 - Enable the discussion of desirable behaviour at all levels through a social safety campaign and conversation guidelines for supervisors to enable discussions about behaviour.
- Evaluate protests, occupations and vandalism at the UvA and develop an action framework for executive staff, other staff and students.
 - Conduct a review of developments over the past year, to draw lessons from them for the future. Aim to clearly secure the right to demonstrate within clear limits to ensure a safe (and socially safe) study and working environment. Focus on correction, dialogue and boundaries, an action plan for all stakeholders and professionalisation of crisis management.
- Provide a PhD mentor in all faculties and/or research units.
 - Provide an easily accessible guide in the form of a PhD mentor outside the supervision team, whom PhD candidates can contact to discuss questions, disputes, delicate situations and dilemmas. Provide education and training for PhD candidates relating to social safety.
- UvA's house in order: improve the University's administrative information and governance.
 - The UvA's information management system is not set up in such a way that it can be easily and demonstrably established that work is being performed as agreed. To enable adequate guidance and ensure the uniform application of processes, regulations and policies, a sufficient information position is essential, as are clear rules, ownership, accountability and decent governance (at the central and decentralised levels).
- Evaluate the implementation of the 'Regulations of the National Advisory Committee on the Job Classification System in Dutch Universities' in relation to the UvA Outline Memorandum on Lecturer Policy and implement improvement measures where necessary.
 - Key points for the evaluation include processing/handling times, transparency and communication about and during the process, and the need for support for employees in relation to the position of supervisors and HR.
- Develop a clear framework regarding the position of representative advisory bodies (such as Faculty Student Councils) and support students and staff in conflicts.
 - Develop a clear legal framework about the position of representative advisory bodies (roles and responsibilities, laws and regulations, and formal escalation routes in the event of conflicts) and support students and staff.
- Focus on the implementation of some of the recommendations.
 - Evaluate the practical implementation of the 'Regulations for Employee and Student Complaints Procedures' (2021) and carry out improvement measures where necessary. Focus areas: processing time, communication about and during the procedure with all involved, support for parties and follow-up care.
 - Arrange the necessary safeguards for the vulnerable position of student assistants. Focus areas: clarity around roles, responsibilities, remuneration, support and protection as an employee and sufficient safeguards against potential conflicts of interest.
 - Evaluate the role, position, implementation and working methods of the confidential adviser on individual legal status.
 - Conduct exit interviews with all employees.
 - Invest in better provision of information to students (for example, in the form of an animated video) for inspiraties, see [GEBESTUURD.BS.TG](#).
 - Pay attention to tailoring the provision of information and adequate support and guidance for international students. It is also recommended to invest in the intercultural competence of staff members who regularly interact or work with international students or staff.
 - Ensure further elaboration and implementation of UvA's Code of Conduct, including its practical implications.