POLTAVA UNIVERSITY OF ECONOMICS AND TRADE
Educational and Scientific Center for Quality Assurance in Higher Education
Quality management system

ENACTED
Rector's order
Poltava University of Economics and Trade
No. 120-H dated 30 June 2023

Rector

Oleksiy NESTULYA

APPROVED
By decision of the Academic Council
Poltava University of Economics and Trade
Protocol No. 9 dated 30 June 2023

Chairman of the Academic Council

Oleksiy NESTULYA

Regulation on the Rules for Conflict Resolution at the Poltava University of Economics and Trade

(ДПСЯ РІ-9.7.1.4 -220-05-23)

Poltava – 2023

PREFACE

1. SUBMITTED BY THE DIRECTOR OF THE EDUCATIONAL AND SCIENTIFIC CENTER FOR QUALITY ASSURANCE IN HIGHER EDUCATION

2. DEVELOPERS	**Hasii Olena**, Ph.D. in Economics, Associate Professor first vice-rector **Pedchenko Natalia,** Doctor of Economics, Professor; Director of the Educational and Scientific Center for Quality Assurance in Higher Education **Hasii Olena**, Candidate of Economic Sciences, Associate Professor; Student Ombudsman **Orel Viktoriia.**
3. EXPERT GROUP	Vice-Rector for Scientific and Pedagogical Work, **Manzhura Oleksandr,** Doctor of Economic Sciences, Associate Professor Director of the Educational and Scientific Institute of Daytime Education **Tkachenko Alina**, Candidate of Technical Sciences, Associate Professor; Director of the Educational and Scientific Institute of International Education **Harkusha Serhii**, Doctor of Technical Sciences , Professor; Director of the Educational and Scientific Institute of Correspondence and Distance Learning **Shymanovska Vitalina.**
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Date	*30.06.*			
Signature				
Last name, initials	*Hasii O.V.*			

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1. Purpose and field of use

1.1. The Regulation on the Rules for Resolving Conflict Situations at the Poltava University of Economics and Trade is the main regulatory document that defines the rules for preventing conflict situations related to harassment, bullying, discrimination, conflict of interest, sexual harassment, and corruption.

1.2. This document is mandatory for use in the activities of pedagogical, scientific-pedagogical and scientific staff of departments, employees of structural units and higher education students. The purpose of this document is to describe the rules and procedures for regulating and resolving conflict situations related to harassment, bullying, discrimination, conflict of interest, sexual harassment and corruption, as well as models of behavior of staff and higher education students in conflict, rules for organizing conflict-free interaction.

1.3. The content of the document does not contradict state and industry standards, regulatory and methodological documents on the organization of activities and management of departments of a higher education institution. The provisions set out the principles and recommendations developed in accordance with: the Constitution of Ukraine dated 06/28/1996 No. 254k/96-VR (as amended); the Law of Ukraine "On Education" dated 09/05/2017 No. 2145-19 (as amended); the Law of Ukraine "On Higher Education" dated 07/01/2014 No. 1556- V II (as amended); the Law of Ukraine "On Prevention of Corruption" dated 10/14/2014 (as amended); the Law of Ukraine "On Principles of Prevention and Counteraction to Discrimination in Ukraine" dated 09/06/2012 (as amended); Law of Ukraine "On Ensuring Equal Rights and Opportunities of Women and Men" dated 08.09.2005 (with amendments and supplements); Regulations on Accreditation of Educational Programs for Training Higher Education Applicants, Order of the Ministry of Education and Science of Ukraine dated 11.07.2019 No. 977; Statute of Poltava University of Economics and Trade, 2023; Concept of Activities and Development Strategy of the Poltava University of Economics and Trade, 2023; Regulations on Academic Integrity; Regulations on Corporate Culture.

1.4. The document shall enter into force from the moment of its approval. If necessary, the content of the document shall be revised. Proposals for amendments shall be prepared by the first vice-rector, student ombudsman, and head of the trade union committee. The content of the document shall be revised taking into account the proposed amendments by the Director of the Educational and Scientific Center for Quality Assurance in Higher Education. The Regulation shall be put into effect by order of the Rector after approval by the Academic Council of the University.

2. Definitions and abbreviations

Bullying is an act of participants in the educational process that consists of psychological, physical, economic, or sexual violence, including using electronic means of communication, committed against a minor or underage person or by such a person against other participants in the educational process, as a result of which harm

could have been or has been caused to the mental or physical health of the victim .

Discrimination is a situation in which a person and/or a group of persons, on the grounds of their race, skin color, political, religious and other beliefs, gender, age, disability, ethnic and social origin, citizenship, family and property status, place of residence, language or other characteristics that were, are and may be actual or assumed, are subject to restrictions in the recognition, exercise or enjoyment of rights and freedoms in any form established by the Law of Ukraine "On the Principles of Preventing and Counteracting Discrimination in Ukraine", except in cases where such a restriction has a legitimate, objectively justified goal, the means of achieving which are appropriate and necessary.

Conflict is a process of extreme aggravation of contradictions and struggle of two or more parties in solving a problem that is significant to them, which is accompanied by negative emotions and requires a solution; it is a clash of interests of individuals and groups, their ideas, opposing views, needs, assessments, level of aspirations, demands, etc.

Conflict of interest – potential or real contradictions between a person's private interest and their official or representative powers, which affects the objectivity or impartiality of decision-making, or the taking or not taking of actions while exercising these powers.

A conflict situation is a situation that records the emergence of a real contradiction related to sexual harassment, discrimination and corruption, the needs and social expectations of scientific and pedagogical workers, employees and applicants (students), or a situation that constitutes an obstacle to achieving the set goal of at least one of the participants in the interaction.

Corruption is the use by a person of official powers granted to him or the opportunities associated with them for the purpose of obtaining an undue benefit or accepting such a benefit or accepting a promise/offer of such a benefit for himself or herself or other persons, or, accordingly, the promise/offer or provision of an undue benefit to a person or, at his request, by another person of official powers granted to him or the opportunities associated with them.

The subject of a conflict situation is an individual or a group capable of creating a conflict situation, that is, relatively independently influencing the course of the conflict in accordance with their interests, influencing the behavior and position of others, causing certain changes in social relations. The subjects of a conflict situation in a higher education institution may be: higher education students of all educational levels, including students of the preparatory department, administration, service personnel, trade union committee.

The subject of a conflict situation is an objectively obvious or obvious problem that is the basis of the conflict situation.

Sexual harassment – actions of a sexual nature, expressed verbally (threats, intimidation, obscene/unwanted suggestions and/or remarks, jokes, messages and letters, showing images, etc.) or physically (unwanted touching and patting, etc.), that humiliate or insult a person who is in a relationship of labor, service, material,

educational or other subordination.

Harassment is undesirable behavior for an individual and/or group of individuals, the purpose or consequence of which is to humiliate their human dignity on certain grounds or to create a tense, hostile, offensive or disdainful atmosphere in relation to such an individual or group of individuals.

Higher education applicants – higher education applicants (students).

Commission – a commission for the resolution of conflict situations.

PUET – Poltava University of Economics and Trade.

3. General provisions

3.1. In its activities, Poltava University of Economics and Trade condemns any manifestations of oppression, bullying , discrimination, conflicts of interest, sexual harassment and corruption in the workplace, during employment and in the educational process.

3.2. The Regulation governs the application of rules for the prevention (prevention) of conflict situations, and in the event of their detection, the procedures for establishing and resolving them.

3.3. Conflict situations at the University may arise between:

- higher education students;
- higher education students and scientific and pedagogical staff;
- higher education students of the academic group and the supervisor;
- higher education students and employees of institutes;
- higher education students and the Ombudsman;
- higher education students and teaching, support, administrative and housekeeping staff ;
- scientific and pedagogical staff;
- scientific and pedagogical staff, teaching and support staff and the Head of the department;
- scientific and pedagogical workers and teaching and support, administrative and maintenance and economic staff ;
- employees of structural units;
- employees and heads of structural units;
- university employees and the university administration;
- members of the university administration;
- members of the labor collective and the University Trade Union committee.

4. General principles of preventing conflict situations

4.1. In order to prevent conflict situations and raise awareness of issues related to preventing harassment, bullying , discrimination, conflicts of interest, sexual harassment, and corruption at the University:

– a favorable socio-psychological environment is created;

– information and educational activities are held for all possible participants in conflict situations;

– a student-centered learning approach is applied ;

– formal and informal meetings of higher education applicants with the rector, vice-rectors, directors of institutes, deans of faculties, curators of academic groups, ombudsman, etc. are held;

– adhere to the principles of corporate culture, democracy and social justice;

– adhere to the ethics of business communication;

– adhere to the principles of transparency by holding an annual staff conference and constantly informing the staff about the goals and results of activities on the university website.

4.2In the event of a situation that may develop into a conflict, the rector's office, directors of institutes, heads of departments, heads of structural divisions, curators of academic groups, the ombudsman, and the trade union committee must promptly identify and respond within the limits of their authority in order to prevent the emergence of conflict situations.

5. Procedure for resolving conflict situations

5.1. In the event of a conflict situation related to harassment, bullying, discrimination, conflict of interest, sexual harassment, and corruption, any parties to the conflict situation have the right to submit an appeal for conflict resolution to the University rector.

5.2. Appeals for conflict resolution addressed to the rector of the university can be submitted in written, oral, and electronic forms by submitting them to the rector's reception, office, by email, "trust box," etc.

5.3. An appeal for conflict resolution must contain information about the complainant (surname, first name, patronymic, actual address of residence, contact phone number), a detailed description of the subject of the conflict (when, under what circumstances, participants in the dispute), possible evidence confirming the appeal, date of submission of the appeal, and signature.

5.4. Anonymous complaints related to harassment, bullying, discrimination, conflict of interest, sexual harassment, and corruption will not be considered.

5.5. After a complaint is received by the university rector, the procedure for its registration, consideration, and submission to an authorized person takes place, which may vary depending on the specific conflict situation. The authorized person is appointed by the University rector.

5.6. The procedure for resolving a conflict situation by an authorized person includes the following actions:

a) the authorized person becomes familiar with the content of the complaint, the subject of the conflict, and possible evidence ;

b) the authorized person, if necessary, may collect clarifying and additional details of the conflict situation from the conflict subjects and participants who are disinterested persons in the current situation;

c) the authorized person holds meetings with the applicant and the person(s) against whose actions the complaint was received, both together and separately, depending on the specific case of the conflict;

d) the authorized person, on the basis of cooperation and compromise, conducts the procedure for resolving the conflict situation. If, as a result of the meeting or negotiations, the parties to the conflict reach an agreement and understanding, the conflict is considered exhaustive and the applicant withdraws his complaint. If the parties cannot reach an agreement, the authorized person forms a commission for resolving conflict situations.

5.7. The composition of the commission is formed by an authorized person. The commission must include at least three members.

5.8. The commission is appointed by the Rector of the University.

5.9. The commission may include: vice-rectors, directors of institutes, heads of departments, curators of academic groups, representatives of the administration, heads of structural units, university employees, representatives of student self-government bodies, trade union committee, legal advisor, ombudsman.

5.10.The procedure for resolving a conflict situation by the Commission has the following stages:

a) the Commission shall familiarize itself with the content of the complaint, the subject of the conflict, possible evidence, additional materials, and the results of the preliminary settlement by the authorized person.

b) the Commission holds a meeting at which a decision is made to resolve a specific conflict situation by voting and drawing up a protocol signed by all members of the commission and the parties to the conflict. Copies of this decision are received by each party to the conflict situation, and the original is kept in the university office.

5.11.Based on the decision made regarding the conflict situation and in accordance with the current legislation of Ukraine, the Rector of the University makes an appropriate decision.

5.12.In case of full or partial dissatisfaction with the complaint, the applicant has the right to address this issue to state authorities.

Approval of document content

number in order	Position	First name, LAST NAME	Date	Signature
1.	Head of the Trade Union Committee	Larisa DIDENKO		
2.	Student Council Chairman	Kateryna KHANZHYN		
3.	Legal expert	Oleksandr VODIANYK		