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Lesya Ukrainka Volyn National University.

Ministry of Education and Science of Ukraine

**REGULATIONS**  
**ON THE PROCEDURES FOR SOLUTION OF CONFLICT SITUATIONS**  
**IN VOLYN NATIONAL LESYA UKRAINKA UNIVERSITY**

**1. GENERAL PROVISIONS**

1.1. Regulations on the procedure and procedures for resolving conflict situations at Lesya Ukrainka Volyn National University (hereinafter – the Regulations) were developed on the basis of the Law of Ukraine “On Education”, the Law of Ukraine “On Higher Education”, the Law of Ukraine “On Principles of Preventing and Combating Discrimination in Ukraine”, The Law of Ukraine “On Ensuring Equal Rights and Opportunities for Women and Men”, the Law of Ukraine “On Amendments to Certain Legislative Acts of Ukraine on Combating Bullying (Bullying)”, the Charter of Volyn National University named after Lesya Ukrainka (hereinafter – the Charter) and other acts legislation of Ukraine.

1.2. The Regulation defines the procedure and procedures for resolving conflict situations in the following areas:

- 1) settlement of situations in case of conflict of interests;
- 2) respect for human rights on the grounds of race, religion, combating gender discrimination;
- 3) conflict resolution in the educational process;

4) combating sexual harassment, bullying and settlement conflicts in interpersonal relations of subjects of educational environment.

1.3. Conflict situations arising in the field of scholarships providing scholarships for higher education, are decided by the scholarship commission of Volyn National University named after Lesya Ukrainka (hereinafter – the University) within its powers in accordance with the Procedure for forming a student performance rating for academic scholarships.

1.4. Addressing anti-corruption issues is based on the University's Anti-Corruption Program (approved by the Labor Conference, Minutes №1 of December 7, 2017) and other local acts of the University to prevent corruption offenses.

1.5. Resolving controversial issues in the field of academic integrity is carried out on the basis of the Code of Academic Integrity and the Regulations on system of prevention and detection of academic plagiarism in research activities of applicants for higher education and research and teaching staff Lesya Ukrainka East European National University (from February 10, 2017).

1.5. Disputes in the field of academic integrity are resolved on the basis of the Code of Academic Integrity and the Regulations on the System of Prevention and Detection of Academic Plagiarism in Research Activities of Higher Education Students and Researchers of Lesya Ukrainka Eastern European National University (February 10, 2017).

1.6. Terms used in this Regulation:

*bullying* – acts (actions or omissions) of participants in the educational process, which consist in psychological, physical, economic, sexual violence, including the use of electronic means of communication committed against a minor or a minor or such a person against other participants in the educational process. the process as a result of which the mental or physical health of the victim could or has been harmed;

*gender equality* – or equality of rights and opportunities for women and men, equality of the sexes, the concept of achieving equal human rights between men and

women in labor, family and other legal relations, as well as equal role in society as a whole;

*discrimination* – a situation in which a person or group of persons on the grounds of race, color, political, religious or other beliefs, sex, age, disability, ethnic and social origin, nationality, language or other characteristics that were, are and may be valid or presumed, is subject to restrictions on the recognition, exercise or exercise of rights and freedoms in any form, except where such restriction has a legitimate, objectively justified purpose, the means of achieving which are appropriate and necessary;

*conflict* – the process of extreme aggravation of contradictions and the struggle of two or more parties in solving a problem important to them, which is accompanied by negative emotions and requires resolution; it is a conflict of interests of individuals and groups, their ideas, opposing views, needs, assessments, level of aspirations, demands, etc.;

*conflict of interest* – real or seeming real, contradictions between the private interests of the person and his official powers, the presence of which may affect the objectivity or impartiality of decision-making, as well as the commission or omission of actions in the exercise of official powers;

*conflict situation* – the lack of agreement between two or more parties, which is caused by the circumstances in which there are clashes of opposing views, forces, parties and the result of which is the internal discomfort of the parties to the conflict;

*conflict prevention* is a type of activity of the subject of management aimed at preventing conflict: neutralization of the whole set of determinants, compiling a conflict chart for this purpose, which allows to identify problems, obstacles, strengths that opponents have in a particular conflict situation;

*sexual harassment* – acts of a sexual nature, expressed verbally (threats, intimidation, obscene remarks) or physically (touching, slapping), humiliating or insulting persons who are in a relationship of labor, service, material or other subordination;

*subjects of educational environment* – higher education, scientific, scientific-pedagogical and other employees of the University;

*oppression* – undesirable behavior for a person and / or group of persons, the purpose or consequence of which is the humiliation of their human dignity on certain grounds or the creation of a tense, hostile, abusive or contemptuous atmosphere towards such a person or group of persons.

1.7 Entities of the educational environment of the University in carrying out their activities must adhere to the following basic principles and values. integrity, respect for the rule of law, responsibility, democratic governance, respect for human dignity, etc.

## **2. General Principles of Policy Prevention and Prevention of Conflict Situations**

2.1. In order to prevent and prevent conflicts, the University in accordance with the Statute (section 3.6, paragraph 10) introduced a ban on all forms of discrimination in the educational process. In particular, the following are prohibited:

- discriminatory statements as containing insulting, derogatory statements about persons on the basis of sex, appearance, clothing, sexual orientation, etc.;
- oppression, which is humiliation of a person or group of persons, their human dignity on certain grounds or which creates a tense, hostile, offensive or degrading atmosphere;
- language of hostility, expressions, ooses, threats or calls for violence against a person or group based on race, color, political, religious or other beliefs, sex, age, disability, ethnic and social origin, citizenship, family and property status, place of residence, language or other characteristics.

2.2. In order to prevent and prevent conflicts in their own online and printed materials, as well as public statements of the University staff:

- the use of discriminatory language, discriminatory language and hate speech against persons or groups of persons based on race, color, political, religious or other

beliefs, sex, age, disability, ethnic and social origin, citizenship, marital and property status, place of residence is prohibited, on linguistic or other grounds;

– the importance of the principles of gender equality and non-discrimination is encouraged;

– Non-discriminatory content is recommended in analytical materials and other public materials.

2.3. Student organizations and structural subdivisions of the University must adhere to the principles of preventing and combating corruption, non-discrimination, in particular gender, in their activities, public statements, communications and public materials.

2.4. The University management has the right to take administrative measures in violation of the above provisions on conflict prevention.

2.5 Anonymous appeals are not considered: in accordance with Article 8 of the Law of Ukraine “On Citizens’ Appeals” written application without indication of residence, not signed by the author (authors), as well as one from which it is impossible to establish authorship, is considered anonymous and not subject to consideration.

### **3. Settlement of Conflict of Interest**

3.1. Educational subjects should avoid conflicts of interest that arise as a result of personal relationships.

3.2. The University is actively working with participants in the educational process and staff on the availability and purpose of “trust boxes” located at the faculties (institutes) and dormitories.

3.3. Procedure for consideration of conflicts of interest appeals:

– in the event of a conflict of interest on the part of any subjects of the educational process, the applicant or employee of the University has the opportunity to apply to the Dean of the Faculty (Director of the Institute), Rector of the University to resolve the situation;

– by order of the Rector of the University, if necessary, a commission is created to consider appeals on manifestations of conflict of interest, the composition of which is formed in accordance with the specific situation;

– the commission for consideration of appeals on manifestations of conflict of interests may not include a person who is appealing and whose actions are contested in the appeal;

– the commission decides on measures to be taken within ten working days of receiving it.

#### **4. Countering Racial, Religious and Gender Discrimination**

4.1. Any manifestations of discrimination and oppression are unacceptable in the educational environment of the University.

4.2. Upon receipt of data on cases of discrimination or harassment at the University with a higher education applicant or employee of the University has the opportunity to provide a request to resolve the situation in the name of the Rector of the University.

4.3. Procedure for consideration of appeals in cases of discrimination and harassment:

– the Rector of the University creates a permanent or temporary commission to consider appeals on cases of discrimination at the University, the composition of which is formed depending on the specific situation;

– appeals received in the “trust boxes” are transferred by the person authorized by the rector for consideration by the commission for consideration of appeals on cases of discrimination;

– the commission makes decisions on measures concerning the received address within ten working days from the moment of its receipt;

– upon receipt of data confirming the case of discrimination or harassment in the educational environment of the University, the commission makes appropriate

decisions, proposals to the Rector of the University and facilitates the submission of materials to law enforcement agencies.

## **5. Conflict Resolution in the Educational Process**

5.1. Procedure for consideration of appeals to resolve conflict situations related to the assessment of knowledge and academic achievements of applicants for higher education:

– for consideration of appeals or complaints of higher education on problems that arose during the final semester control, the order of the dean of the faculty (director of the institute) creates an appeal commission no later than the next working day after filing an appeal or complaint. The composition of the appeal commission is determined according to the situation: curator of the group, dean of the faculty (director of the institute), deputy dean (director) of educational work, head of the department, chairman of the student union, chairman of the student council of the faculty (institute);

– the Appeals Commission shall consider the application of the applicant for higher education no later than five working days after its submission;

– the results of the appeal or complaint shall be notified to the applicant for higher education immediately after the decision is made, and the applicant for higher education and the members of the appeal commission shall sign the relevant protocol.

5.2. Graduates of the University have the opportunity to initiate a change of teacher of the discipline due to dissatisfaction with the process and results of teaching or personal hostility from the teacher. The order of consideration of appeals of applicants for higher education to change the teacher of the discipline:

– academic group submits to the head of the department, or dean of the faculty (director of the institute), or vice-rector for academic affairs and recruitment, or rector of the University motivated, with a detailed explanation of the reasons for the request to change the teacher. groups with the support of at least two-thirds of the total group;

- the rector of the University, if necessary, creates a commission to consider the application of the academic group to change the teacher of the discipline, the composition of which is formed depending on the specific situation;
- the commission decides on measures to be taken within ten working days of receiving it.

## **6. Combating Sexual Harassments and Settlements**

### **Conflicts in Interpersonal Relations of Subjects Educational Environment**

6.1. Any manifestations of sexual harassment are unacceptable in the educational environment of the University.

6.2. When receiving data on cases of sexual harassment in

A university student or employee of the University has the right to apply to the Rector of the University to resolve the situation.

6.3. Applicants for higher education or employees of the University have the right to apply directly to law enforcement agencies, courts and other authorized bodies.

6.4. Procedure for consideration of appeals on cases of sexual harassment: the Rector of the University establishes a temporary commission to consider appeals on cases of discrimination or conflicts in interpersonal relations of educational institutions at the University, the composition of which is formed depending on the situation; the commission shall make a decision on measures on the received appeal within ten working days from the moment of its receipt; upon receipt of data confirming the case of sexual harassment in the educational environment of the University, the commission makes appropriate decisions and facilitates the sending of materials to law enforcement agencies at their request.

6.5. Procedure for submitting and reviewing applications for bullying (harassment):

– participants in the educational process in case of detection of signs or facts that may indicate bullying, have the right to submit a written application to the dean of the faculty (director of the institute) or rector of the University in accordance with the Law



of Ukraine “On Citizens’ Appeals”. The application must indicate: surname, name, patronymic of the applicant, address of actual residence, contact phone number; status (victim or witness of bullying); give a detailed statement of facts; their duration; information on the source of obtaining the described facts; date of application submission and personal signature;

- by order of the Rector of the University, a commission is established to consider the case of bullying (harassment), which may include: Dean of the Faculty (Director of the Institute), researchers, research and teaching staff, psychologist, parents of the victim and bully, other stakeholders;

- the commission within ten days conducts investigation and makes the corresponding decision;

- in the case of recognition of bullying (harassment), the relevant actions are of a systemic nature and are not a one-time conflict, according to the authorized units of the National Police of Ukraine. If the commission does not qualify the case as bullying, and the victim does not agree with the decision, he may apply to the National Police of Ukraine with a statement;

- Irrespective of the decision of the commission, the University management ensures the implementation of measures to provide social and psychological services to students who have committed bullying (harassment), witnessed it or suffered from it.

6.6. To obtain assistance in resolving interpersonal conflicts, the applicant or staff member applies to the Chair of the Student Council, or the Chair of the Primary Student Union, or the Head of the Unit or the Rector of the University.

6.7. The head of the structural unit or the rector of the University takes measures to resolve the conflict in interpersonal relations or conflict situation personally or appoints a person responsible for the analysis of the conflict situation from among the staff of the University.

6.8. Based on the analysis of conflicts or conflict situations, the person responsible for resolving the conflict provides written proposals to the University

administration to optimize the conditions of the educational process and management of the educational environment of the University to avoid such situations.

## **7. Final Provisions**

7.1. Regulations on the procedure and procedures for resolving conflict situations at the Lesya Ukrainka Volyn National University are a local legal act that is freely available to higher education providers, University staff and all interested parties.

7.2. The regulations are approved by the decision of the Academic Council of the University and put into effect by order of the Rector of the University.

7.3. Changes and additions to the Regulations may be made by the decision of the Academic Council of the University.

Approved by the Academic Council of the Lesya Ukrainka Volyn National University (Minutes № 14 of 26.11.2020)