

# Legal Office of the UAB

## Service Charter

Approved on December 12, 2023 by the UAB Quality Commission

# Summary

---

1. Presentation
2. Mission and values
3. What do we offer? Service Catalogue
4. Rights and responsibilities
5. Applicable legislation
6. Participation methods
7. Commitments and quality indicators by service
8. Complaints and modifications
9. Approval, updates and review

A background image showing a group of students walking away from the camera on a paved path. In the foreground, a student with long curly hair wears a denim jacket and a pink backpack. Next to them, a student wears a red backpack. To the left, a student with long blonde hair wears a grey backpack. In the background, another student in a blue t-shirt is visible. The path is bordered by a brick building with large windows on the left and a grassy area on the right.

# 01

## Presentation. Scope of action and organizational data

# Presentation (1)

---

All large institutional organisations need to ensure that quality legal advice is available. To fulfil its obligations the Legal Office of the UAB has an ambivalent task. It must be able to deal smoothly with the daily challenges of institutional management while being available to attend to changes and anticipate future scenarios in a proactive and innovative manner.

The aim of this Service Charter is to set out the reasons for having a Legal Office and identify the services it offers the university and the commitments it has with the institutions and the people who use its services.

# Presentation (2)

---

Given the importance of these services to users of the Legal Office monitoring of quality indicators is regularly carried out. We are committed to the service we offer our users, to listen to their needs and to take their demands, suggestions, criticism, and proposals into account.

Pedro de Alcántara-García Briones  
Head of the Legal Office

# Scope of action and organizational data (1)

---

The Legal Office is an administrative department of the UAB that takes care of legal matters and offers legal advice to the governing and management bodies of the university as well as the units and administrative services of the UAB. It is responsible for legal representation in judicial proceedings.

Organisationally it is dependent on the General Secretariat of the university and functionally on the university's Executive Administrator.

# Scope of action and organizational data (2)

---

Contact information:

Gabinet Jurídic

Universitat Autònoma de Barcelona

Edifici A, plaça Acadèmica, 08193 Bellaterra (Cerdanyola del Vallès)

Telephone: 93 581 11 13

[g.juridic@uab.cat](mailto:g.juridic@uab.cat)



# 02

## Mission and values



# Mission and values (1)

---

The mission of the Legal Office is to offer legal security to the institutions and contribute to making university activity fairer, more equal, and more respectful to people through legal advice offered to the governing and management bodies and through legal representation in legal proceedings.



# Mission and values (2)

---

In accordance with the mission of the Legal Office and the tasks it carries out, the direct users of the services are the following:

- Chairs and secretaries of the bodies that govern, direct, manage and participate in the UAB community
- Individuals with responsibility for governance, direction, and management
- Other people in positions of academic responsibility
- Member of the team of the Executive Administrator
- Head of university Areas e.g. 'Area for Academic Affairs'
- Centre administrators
- Head of offices
- Head and directors of services
- Heads of units and administration
- Managers of other administrative areas

# Mission and values (3)

---

The values that guide the activity of the Legal Office are based on the principles of legality, objectivity, and impartiality, aimed at offering quality legal advice through collaboration and the vocation of the service with other parts of the university.



# 03

## What do we offer? Services Catalogue

# What do we offer? (1)

---

- Legal advice: oral and written legal assistance, support, and guidance by providing:
  - Written legal reports
  - Resolution of legal consultations
  - Legal review and reports on documents that form part of the following types of administrative procedure:
    - Regulations
    - Agreements and contracts
    - Proposals for the resolution of court proceedings



# What do we offer? (2)

---

- Written documents that form part of administrative procedures. Preparation, attendance and support for the following procedures:
  - Written proposals for the resolution of appeals and requests for reconsiderations (technical, administration and services staff; teaching and research staff; students)
  - Case files on financial liability
  - Assistance and support for informative and disciplinary case files
  - Instruction and management of recording entries on the property register
- Secretary to the governing bodies of the university
- Information for general governing bodies

# What do we offer? (3)

---

- Legal representation in judicial proceedings. Legal preparation and representation in defence of the UAB in the courts and coordination of the actions carried out before the judiciary and other institutional state or regional bodies.

# 04

## Rights and responsibilities

# Rights and responsibilities (1)

---

## You have the right to...

Users of the Legal Office services have the following rights:

- Obtain a response to requests for services from the Services Catalogue.
- Receive information about the state of services requested from the catalogue.
- Participate in satisfaction surveys and receive information about the results and evaluations, and any improvements made.
- Receive respectful treatment from the members of the Legal Office.
- All other rights provided for the under current legislation.

# Rights and responsibilities (2)

---

## You have the duty to...

User of the Legal Office services have the following responsibilities:

- Request the services of the Legal Office allowing sufficient time for the question to be resolved.
- Provide all the necessary information and documentation for the service requested to be carried out.
- Treat all members of the Legal Office with due respect.
- All other legal obligations required under the current legislation.



# 05

## Applicable legislation

# Applicable legislation

---

- Organic Law 2/2023, of 22 March, on the university system (LOSU)
- Statutes of the UAB, approved by decree 237/2003, of 8 October
- Law 39/2015, of 1 October, on common administrative procedure in public administrations
- Law 40/2015, of 1 October, on the legal system in the public sector
- Law 26/2010, of 3 August, on the legal system and procedures of the public administration of Catalonia
- Law 19/2013, of 9 December, on transparency, access to public information and good governance

All other applicable legal provisions can be found on the web page [University creation and governance](#) (in Catalan).

A background image showing a group of students walking away from the camera on a paved path. In the foreground, a student with long curly hair wears a denim jacket and a pink backpack. Next to them, a student wears a red backpack. To the left, a student with long blonde hair wears a grey backpack. In the background, another student is looking at a phone. The path is bordered by a brick building with large windows on the left and a grassy area on the right.

# 06

## Participation methods

# Participation methods

---

Users of the Legal Office services can offer their opinion or appraisal of the services offered or make suggestions or complaints. Under no circumstances are these types of communication considered to be legal administrative appeals.

Communication with the Legal Office is through the following channels:

- a) In person, by email or telephone to the Legal Office.
- b) Opina UAB online channel: <https://opina.uab.cat>.
- c) Surveys carried out by the service.



A background image showing a group of students walking away from the camera on a paved path. In the foreground, a student with long curly hair wears a denim jacket and a pink backpack. Next to them, a student wears a red backpack. To the left, another student has a grey backpack. The path leads towards a modern building with a curved roof and large windows. The overall tone is educational and active.

# 07

## Commitments and quality indicators by service



# Commitments and indicators (1)

---

## Commitments

### Legal advice:

- Draft non-complex legal reports within 10 working days, and more complex reports within 20 working days.
- Resolve non-complex legal queries within 3 working days, and more complex queries within 7 working days.
- Conduct legal reviews and issue reports on proposed regulations within 15 working days.
- Review institutional collaboration agreements and address questions about administrative contracts within 5 working days.

# Commitments and indicators (2)

---

## Commitments

- Review first-instance resolution proposals of appeals within 5 working days.
- Draft non-complex resolutions within 3 working days, and more complex resolutions within 10 working days.
- Draft resolution proposals for appeals from technical, administrative and services staff, teaching and research staff, and students, reducing the legal timeframe by 10% to 3 months.
- Draft resolution proposals for appeals for reconsideration from technical, administrative and services staff, teaching and research staff, and students, reducing the legal timeframe by 10% to 1 month.
- Draft and process financial liability case files, reducing the legal timeframe by 10% to 6 months.

# Commitments and indicators (3)

---

## Commitments

- Provide assistance and support for informative case files, reducing the legal timeframe by 10%.
- Provide assistance and support for disciplinary cases for technical, administration and services staff, and teaching and research staff, reducing the legal timeframe by 10%.
- In its role as Secretary to the governing bodies of the university, review documentation from Governing Council committees within 2 working days.
- Inform governing bodies within 20 working days of any general provisions that are published.

# Commitments and indicators (4)

---

## Commitments

### **Legal representation in judicial proceedings**

Obtain favourable judgments for the University in judicial proceedings in which the UAB is a party.

### **User satisfaction**

Achieve a minimum score of 3 out of 5 in points 2 (Evaluation of clarity of response) and 4 (Evaluation of personal treatment received) in the satisfaction survey.

# Commitments and quality indicators by service (5)

---

## Commitments

Service	Commitment	Indicators
Draft legal reports	Draft non-complex legal reports within 10 working days, and more complex reports within 20 working days.	75% delivery within the deadline
Resolution of legal queries	Resolve non-complex legal queries within 3 working days, and more complex queries within 7 working days.	75% dels lliuraments dins del termini màxim



# Commitments and quality indicators by service (6)

---

## Indicators

Service	Commitment	Indicators
Legal review and reports on regulations	Conduct legal reviews and issue reports on proposed regulations within 15 working days.	75% delivery within the deadline
Review institutional collaboration agreements and resolution of questions about administrative contracts	Review institutional collaboration agreements and address questions about administrative contracts within 5 working days.	75% delivery within the deadline

# Commitments and quality indicators by service (7)

---

## Indicators

Service	Commitment	Indicators
Review first-instance resolution proposals.	Review first-instance resolution proposals of appeals within 5 working days.	75% delivery within the deadline
Draft resolutions	Draft non-complex resolutions within 3 working days, and more complex resolutions within 10 working days.	75% delivery within the deadline

# Commitments and quality indicators by service (8)

---

## Indicators

Service	Commitment	Indicators
Draft resolutions proposals for appeals by technical, administrative and services staff, teaching and research staff, and students	Draft resolution proposals for appeals by technical, administrative and services staff, teaching and research staff, and students, reducing the legal timeframe by 10% to 3 months.	75% delivery within the deadline
Draft resolution proposals for appeals for reconsideration by technical, administrative and services staff, teaching and research staff, and students	Draft resolution proposals for appeals for reconsideration by technical, administrative and services staff, teaching and research staff, and students, reducing the legal timeframe by 10% to 1 month.	75% delivery within the deadline

# Commitments and quality indicators by service (9)

---

## Indicators

Service	Commitment	Indicators
Draft and process financial liability case files	Draft and process financial liability case files, reducing the legal timeframe by 10% to 6 months.	75% delivery within the deadline

# Commitments and quality indicators by service (10)

---

## Indicators

Service	Commitment	Indicators
Assistance and support for informative case files	Provide assistance and support for informative case files, reducing the legal timeframe by 10%.	75% delivery within the deadline
Assistance and support for disciplinary cases for technical, administration and services staff, and teaching and research staff	Provide assistance and support for disciplinary cases for technical, administration and services staff, and teaching and research staff, reducing the established legal timeframe by 10%	75% delivery within the deadline

# Commitments and quality indicators by service (11)

---

## Indicators

Service	Commitment	Indicators
Secretary to governing bodies of the university: review of documentation from the Governing Council committees	Review documentation from Governing Council committees within 2 working days.	75% delivery within the deadline
Information to governing bodies on general provisions	Inform governing bodies within 20 working days of any general provisions that are published.	75% delivery within the deadline



# Commitments and quality indicators by service (12)

---

## Indicators

Service	Commitment	Indicators
Legal representation in judicial proceedings	Obtain favourable judgments for the University in judicial proceedings in which the UAB is a party.	75 % sentences in favour of the UAB.
User satisfaction	Achieve a minimum score of 3 out of 5 in points 2 (Evaluation of clarity of response) and 4 (Evaluation of personal treatment received) in the satisfaction survey.	Score of 3 out of 5 in points 2 and 4 of the satisfaction survey



# 08

## Complaints and modifications

# Complaints and modifications

---

Users of the services offered by the Legal Office can make complaints against failure to satisfy the commitments included in this Service Charter using the Opina channel: <https://opina.uab.cat>. Complaints for failure to satisfy the commitments included in this Service Charter is not considered an administrative appeal and any failures will not result in financial liability.

Within a maximum period of 15 days anyone making a complaint will receive a written explanation or apology, and where appropriate information about measures adopted to correct the actions carried out in the service in question.



# 09

## Approval, updates and review

# Approval, updates and review (1)

---

This Service Charter has been reviewed and validated by a joint committee made up of representatives of the Legal Office, users of the service and personnel from the Area of Digital and Organisational Change.

The UAB Committee for Quality, by delegation of the Governing Council, gave its final approval of the charter on 12 December 2024.

## Approval, updates and review (2)

---

This charter will be updated every two years or less, or whenever there are changes in the services offered or other substantial modifications.

The procedure followed for the updating of the charter is the same as that for its approval.

The Legal Office carries out continual internal monitoring of the degree to which it fulfils its commitments and issues a report of the results to the UAB Committee for Quality every two years or more.







