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## Practical recommendations

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1. If permitted by the situation, please provide as much specific information as possible with your complaint – in particular a detailed description of the situation, its development, list of persons involved in the situation (this may be anonymized – e.g. students, faculty staff etc.), your view and opinion of the situation as a whole and/or your ideas about how the situation might be resolved. All of this will allow us to resolve your complaint and prevent needless follow-up questions, which may be unpleasant for you.
2. If you decide to contact the ombudsman concerning your situation, check whether the position exists at your home faculty or constituent part of the University. In such a case, it is probable that the faculty ombudsman will be better acquainted with the faculty environment and the available resources for the resolution of your situation.
3. If you have serious reasons to directly contact the CU Ombudsman, do not hesitate to do so.

Further recommendations will be added as required.