OMBUDS OFFICE

**Purpose**: To provide a safe place for faculty (without fear of reprisal) to discuss administrative issues, workplace conflicts, explanation and interpretation of policies and procedures, and other issues and concerns.

**Description**: The Ombuds advocates for fairness and equity and treats all inquiries as confidential. The Ombuds will assist the faculty member on how to evaluate available options, refer faculty to the proper authority to resolve the situation; facilitate constructive dialogue; and provide feedback.

**Ethical Principles**: The Ethical Principles are based on the International Ombudsman Association (IOA) Code of Ethics and Standards of Practice: independence, impartiality, confidentiality, and informality. As an informal resource, the Ombuds does not participate in any formal adjudicative or administrative procedure related to the concerns that are voiced.

**Operations**: While the Ombudspersons are independent, they reside in the Provost’s Office. Faculty arrange a meeting via an Ombuds website, or through the Provost’s Office. The faculty member can request to meet with:

* Tami Keating, Director of Academic Affairs Personnel Services (explanation and interpretation of policies, procedures, and processes); or
* select from a list of emeriti faculty, especially when there are issues in which the faculty member would like separation from the Provost’s Office.

The Ombudspersons will adhere to the IOA Code of Ethics and Standards of Practice. Any faculty seeking an appointment with an Ombudsperson will be given clear guidance on what issues can and cannot be discussed.

**Tracking:** For accountability purposes, the Ombudspersons will be asked to track categories of issues and other information regarding the issues that are coming before them. Tracking will not include names or other identifying information. While maintaining confidentiality, tracking will serve to understand needs and provide a way to notify administration when systemic issues arise, or there appears to be a trend that needs to be addressed.