

I.J. THE OMBUDS

(Source: Office of the Ombudsman, 1971; revised, Office of the Provost, November 21, 2022)

The Ombuds is appointed by the President and has the following duties:

- To advise members of the University community concerning the authority, actions, and procedures of the University, and the various grievance mechanisms that may be available. The University Community includes faculty, students, alumni, and administrative and staff employees;
- To help resolve grievances of members of the University community on a confidential, informal basis, except where the issues involved are subject to a collective bargaining agreement; and,
- To recommend changes in the policies and procedures of the University that appear desirable so as to assure that, first, members of the University are treated fairly and with respect, and, second, that the principles on which decisions are based are sound.

The Ombuds is independent of the University's administrative structures and does not make decisions or set policy. The Ombuds may investigate the facts underlying individual grievances and determine the nature of relevant policies and regulations. In the course of such investigations, the Ombuds has access to relevant University records and to all members of the University community. When the complainant concerned has granted permission to do so, the Ombuds' findings and recommendations may be presented to officers of the University and, if deemed appropriate, to the community at large.