

When you find yourself saying . . .

Can they do that?

No one listens.

How can I appeal this decision?

Who can help me understand how to get this resolved?

What can I do about this?

All I get is the run-around!

Who has the authority to change this?

Nobody cares!

This is unfair.

Now what do I do?

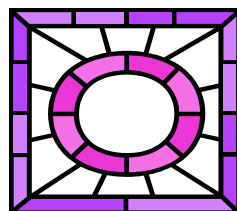
...the Office of the Ombuds can help.

What is an Ombuds?

The university ombuds assists people attempting to resolve a university-related issue or conflict. The ombuds is independent of the university's formal administrative structure and serves as an alternative source for information and advice about issues related to the university.

The ombuds is a neutral party who provides confidential assistance in an impartial and objective manner. The ombuds cannot impose solutions but will identify options to help you effectively resolve your concern.

The ombuds can advise you of policy avenues within the university but cannot offer legal advice. The ombuds cannot advocate for any individual or serve as a representative or witness in hearings or other formal proceedings. Communication with the ombuds does not constitute "official notice" to the university.



Any student, faculty, staff or administrator can bring concerns to the WNMU Ombuds.

Concerns often brought to the Ombuds include

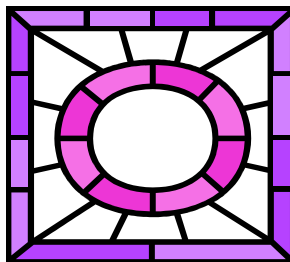
- Academic Issues
- Incivility or bullying
- Harassment
- Cultural conflicts
- Faculty/student disputes
- Grade appeals
- Roommate concerns
- Workplace issues
- Faculty/staff disputes
- Retaliation
- Unethical behavior
- Grievance policies & procedures
- Privacy Issues

Contact the Ombuds when you

- ✓ Have a situation requiring help in communication or negotiation
- ✓ Are unsure which policies, procedures or regulations apply
- ✓ Believe a policy, procedure or regulation has been applied unfairly or erroneously to you
- ✓ Have a concern about an office or service at WNMU
- ✓ Want to discuss a sensitive issue in confidence
- ✓ Are unsure of where to go or what options are open to you

The Ombuds does not get involved when you

- ✓ Want legal advice or legal representation
- ✓ Want someone to represent you in a University grievance procedure
- ✓ Have a non-university related disagreement or problem
- ✓ Want someone to advocate for you (i.e., take a side) in a dispute



The WNMU Ombuds

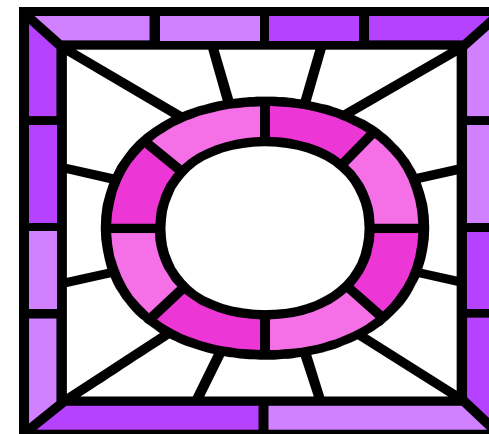
An independent, neutral, confidential, and informal information resource, offering guidance when you don't know where to begin, offering help when regular channels don't seem to be working, or helping identify which policy or procedure applies.

An alternative option to the formal grievance processes or other channels of redress open to students and employees.

May listen to, investigate, and seek to resolve complaints concerning administrative or academic policies, procedures, or practices.

Identifies alternative ways to address a problem or issue or other offices that may assist in your situation

Assists any member of the WNMU community in the resolution of academic, administrative, or personal issues or problems.



OMBUDS (om budz)

... an impartial and independent party who provides information and confidential assistance to help achieve resolution to complaints

The Office of the Ombuds
Room 205, Small Business
Development Center Suite
Global Resource Center

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