University Ombuds

What is an Ombuds?

An Ombuds (also "ombudsman" or “ombudsperson”) is a designated neutral who provides confidential and informal assistance to visitors on a variety of issues and concerns. Ombuds will help people to informally resolve conflict by facilitating communication between all parties to reach mutually satisfactory solutions.

Ombuds Will...

- Listen to all concerns and perspectives
- Facilitate communication or mediate between individuals or groups
- Value diversity
- Provide a safe and confidential place to share issues
- Assist in researching resources and options to aid in the resolution of conflict
- Remain impartial to all parties involved in a conflict
- Recommend ways to improve policies and procedures
- Assist employees and students in navigating their way through University systems

Ombuds Won’t...

- Advocate for an individual’s personal position
- Breach confidentiality
- Take action without consent
- Act as a witness in a formal grievance
- Keep identifying records
- Violate University policy as part of a solution to your problem

Guiding Principles

Confidentiality The Ombuds office will maintain the confidentiality of visitors, except in instances regarding threats to public safety, child abuse, imminent harm to self or others, and/or if compelled by a court of law. Speaking with an Ombuds does not constitute legal notice to the University. The Ombuds has no duty or responsibility to report incidents to any person or authority, other than as described above.

Neutrality The Ombuds will be neutral and impartial when listening to the interests and concerns of all parties involved in a situation. The Ombuds will not take sides in any conflict, dispute, or issue.

Informality The Ombuds will be a resource for informal dispute resolution and conflict management only. Use of the Ombuds shall be voluntary and not a required step in any grievance process, University policy, or any other situation.

Independence The University Ombuds Office (UOO) functions independently of all other offices on campus, reporting to the President for administrative purposes.

The Ombuds

If you contact the University Ombuds Office to address a specific conflict, the Ombuds will listen to your concerns, value diverse perspectives, help you explore options for resolution, refer you to helpful resources, provide facilitation or mediation services when appropriate, and remain impartial to all parties involved. The University Ombuds Office provides a safe place to share your concerns.

Location: Waldo Hall 113 & 116A
Hours: 8:30am - 5:30pm (weekdays)
Phone: 541-737-7029
Fax: 541-737-7031

Appointments may be scheduled outside of regular office hours upon request.
Drop-ins can be accommodated dependent on the Ombuds availability.

oregonstate.edu/ombuds

The brochure version of this publication will be made available in an accessible format upon request. Please call Breanne Taylor at 541-737-7029.