



CLAREMONT
GRADUATE
UNIVERSITY

Ombuds Office

confidential

INDEPENDENT

neutral

A resource for *Conflict Resolution*

CONFIDENTIAL

informal
INFORMAL

INDEPENDENT

neutral

How the Ombuds Office can help.

The Ombuds Office is a comfortable, confidential place to discuss your problems, concerns or complaints.

The University Ombudsperson can:

- *Develop resolution options;*
- *Identify relevant policies and procedures;*
- *Serve as a go-between for two parties;*
- *Mediate a dispute or misunderstanding;*
- *Recommend institutional change.*

In all cases, the response of the Ombudsperson is tailored to the dynamics of the situation and the informed consent of the visitor.

The Ombudsperson *does not* provide legal advice or psychological counseling; *does not* render judgments or make any decisions on the issues brought to the attention of the office; and *does not* represent community members or participate in any formal hearings, processes or procedures.

WHO THE OMBUDS OFFICE SERVES

The Ombuds Office is open to the entire CGU community: faculty, students and staff. Visitors are welcome to discuss concerns about:

- Academic issues or grade disputes;
- Workplace conflicts or departmental politics;
- Perceived harassment or discrimination;
- University policies or procedures;
- Ethics issues or violations of law; or
- Unfair treatment and other issues.

ETHICAL TENETS

The University Ombudsperson is a member of the International Ombudsman Association, and practices in accordance with its Standards of Practice and Code of Ethics. Four ethical tenants guide the work of the Ombudsperson:

Confidentiality

The Ombudsperson does not keep records for the University, and won't disclose the names or concerns of its visitors, without permission. (The only exception is when the Ombudsperson believes there is an imminent risk of physical harm.) The Ombuds Office thus is not an office of notice for the University.

Neutrality

The Ombudsperson is respectfully impartial with all parties to a conflict. The Ombudsperson does not take sides in any dispute, but rather advocates for fair process and equitable results.

Informality

The Ombudsperson listens, offers information about CGU policies, procedures and resources, and presents a range of options for resolving problems. With permission, the Ombudsperson will facilitate communication or mediate a dispute. The Ombudsperson does not arbitrate, adjudicate, or participate in formal procedures.

Independence

To ensure objectivity, the Ombudsperson is not aligned with any administrative unit, and reports directly to the President for administrative and budgetary purposes.

These ethical tenets are absolute and non-negotiable, and belong to the Ombuds Office rather than visitor.

FREQUENTLY ASKED QUESTIONS

What Are the Ombudsperson's Qualifications?

The Ombudsperson has completed organizational ombuds training programs, and continues to take courses in dispute resolution and ombudry. The Ombudsperson is also a certificated and experienced mediator.

What Happens to Information Provided to the Ombudsperson?

As a matter of policy, the Ombudsperson destroys all information regarding a particular matter when that matter is resolved or within one month of no activity. The Ombudsperson does not retain any information that would potentially identify the individuals involved in a matter.

Is the Ombuds Office a Place to Make a Report?

Discussions with the Ombudsperson are off-the-record and do not constitute formal notice to the University. The Ombudsperson cannot accept notice for CGU. If you have a complaint and want to pursue a formal remedy, the Ombudsperson can refer you to the appropriate office.

How Does the Ombudsperson Remain Neutral?

The Ombudsperson considers the rights and interests of all parties in a dispute, with the aim of assuring a fair and civil process to resolve the issue. The Ombudsperson is directly responsible to the president, not to any other administrative office. The Ombudsperson does not arbitrate or adjudicate and has no decision-making power.

Will the Ombudsperson Participate in Formal Meetings?

No. The Ombudsperson cannot serve as a witness and does not participate in any formal grievance process. The Ombudsperson will not testify in formal judicial or administrative hearings. However, the Ombudsperson can facilitate informal discussions with the consent of the other participants.



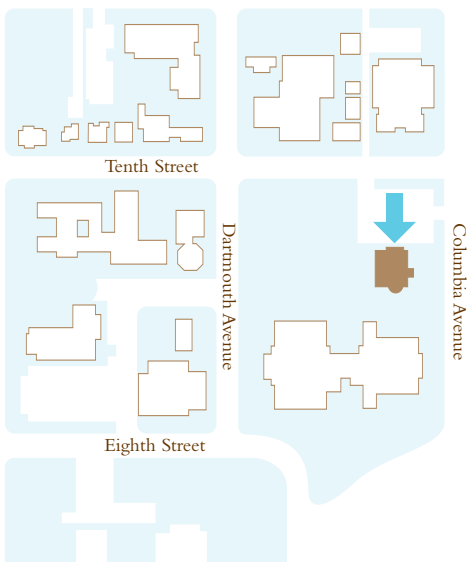
DISPUTE RESOLUTION AND MEDIATION SERVICES FOR THE CGU COMMUNITY

The University Ombudsperson offers a range of dispute resolution assistance for CGU faculty, students and staff. The Ombudsperson seeks fair and equitable solutions to problems, and fosters civility and mutual respect. The Ombudsperson is independent and neutral, and services are always confidential and informal.

If you have concerns but do not know where to begin, the Ombudsperson will help identify options and facilitate resolution.

LOCATION AND HOURS

The Ombuds Office is located on the ground floor of the **McAlister Center** off the CGU campus to assure visitors' confidentiality.



Send an e-mail or call to make an appointment:
Ombuds@CGU.edu (909) 607-0908

www.cgu.edu/ombuds