Office of the Ombuds

The Ombuds Office offers dispute and conflict resolution services to all faculty and staff members of the university community on all three campuses. The office follows four major tenets:

**Neutrality  Informality  Independence  Confidentiality**

These principles help ensure that the parties involved acknowledge, understand and appreciate each other’s point of view.

The Ombuds offers support and structure to help parties reach an amicable and satisfactory solution that enables each person to move past the conflict. The parties are given the skills and operating principles to create a harmonious working environment.

So, what does the Ombuds’ Office do?

- Listen and discuss issues, and concerns
- Help evaluate various options to address concerns
- Answer questions or help find others who can
- Facilitate communication between people
- Advise individuals about steps to resolve problems **informally**
- Advise individuals about formal and administrative options
- Facilitate discussions to seek “win-win” resolutions
- Make appropriate referrals when informal options don’t work

If you, or someone you know, is in need of the Ombuds’ services, please contact:

**Dr. Diane Tobin  502-852-7359**