**An ombudsman** shall be truthful and act with integrity; shall foster respect for all members of the organization he or she serves; and shall promote procedural fairness in the content and administration of those organizations' practices, processes and policies. Guided by the principles of objectivity, independence, informality and confidentiality, an ombudsman:

- hears and investigates complaints objectively.
  Objectivity includes impartial attention to all available perspectives on an issue and may not entail support of any particular perspective.
- acts as independently as possible of all other offices, and avoids conflict of interest, external control and either the reality or appearance of being compromised.
- acts as an informal resource and does not participate in any formal, adjudicative or administrative procedure related to concerns brought to his/her attention.

(Excerpted and adapted from the International Ombudsman Association Code of Ethics)

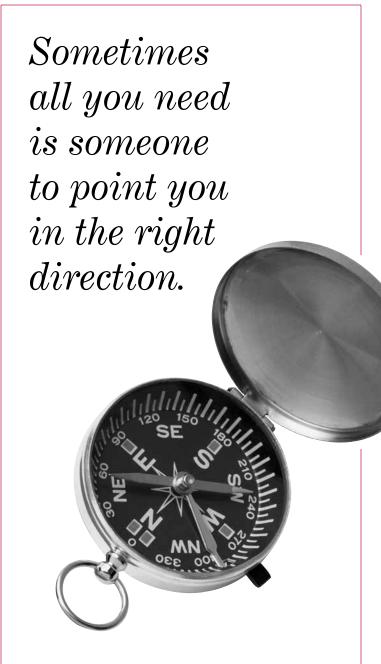
#### The Ombuds Office

stonybrook.edu/ombuds

Walk-in visits are possible, but appointments in advance keep waiting to a minimum.

For an appointment call (631) 632-9200.





### THE OMBUDS OFFICE

We're here to listen with an open mind. We're here to help resolve problems fairly.

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#### What does an ombudsman do?

An ombudsman provides confidential, informal and impartial assistance in resolving intra-campus conflicts, disputes and grievances; in promoting fair and equitable treatment within the University; and in fostering the general well-being of the Stony Brook community.

An ombudsman is also a source of confidential advice and is independent of the University's formal administrative structure. An ombudsman cannot impose solutions but can help to identify options and strategies for resolution.

# What kinds of issues can the Ombuds Office help me with?

- Policy and Procedural Issues
- Disciplinary Matters
- Discrimination
- Harassment
- Workplace Issues
- Academic Issues
- Supervisor/Employee Relations
- Housing Concerns
- Health and Safety Issues
- Interpersonal Conflicts
- Ethical Dilemmas
- Incivility/Rudeness
- Intellectual Property/Authorship Concerns

# Who is eligible to use the services of the Ombuds Office?

Any member of the Stony Brook campus community — students, faculty and staff.

# What are the courses of action that an ombudsman can take?

- Listen to you objectively
- Answer your questions or help you find someone who can
- Identify and evaluate options for addressing concerns
- Explain University policies and help you follow them correctly
- Mediate a resolution when appropriate
- Recommend changes in policy and procedures affecting members of the University community

# When should I use the services of the Ombuds Office?

- When you need additional information or assistance in resolving your concern
- When you are simply unsure of how to proceed or what options may be available to you
- When you feel your concerns have not been adequately addressed through formal channels (e.g., your department head, professor, dean, supervisor, residence hall director)