WHAT IS AN OMBUDSPERSON?

At Georgia Regents University, the Ombudsperson assists faculty who have concerns that interfere with their work or relationships. The Ombudsperson helps people clarify those concerns and consider their options in managing or resolving their disputes, conflicts and complaints, while advocating for fairness and equity.

The Office of the Ombudsperson is a safe place where your situation can be discussed and explored confidentially. Your Ombudsperson’s efforts on your behalf are guided by the four values of ombuds practice:

* Confidentiality
* Independence
* Informality
* Impartiality

TYPICAL CONCERNS:

Interpersonal misunderstandings or conflicts
Unfair treatment
Fear of retaliation
Peer harassment
Supervisor/faculty relations
Incivility
Faculty/student communication
Discrimination concerns

WHAT THE OMBUDSPERSON CAN DO FOR YOU:

Listen carefully to you and your concerns
Explore range of options for resolving conflicts or concerns
Shuttle diplomacy between you and the other party
Facilitate mediation/discussion between you and the other party
Coach individuals on verbal and written communications
Provide an impartial “reality check”

WHAT THE OMBUDSPERSON WILL NOT DO:

Advocate for either side of a dispute
Conduct formal investigations
Make decisions on complaints
Participate in formal processes
Serve as a witness in any administrative or legal proceedings

IF YOU FIND YOURSELF SAYING ...

Now what do I do? I don’t know where to turn. This is not fair. I just want someone to listen. I need help. I’m concerned about my job. I feel intimidated by my supervisor. How can I get this resolved?

... call or email the Office of the Ombudsperson.

CONFIDENTIAL ~ INFORMAL ~ INDEPENDENT ~ IMPARTIAL

Office of the Ombudsperson
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