We’ll help resolve work-related concerns.

We provide a safe place where staff, faculty, and administrators may talk in confidence about a conflict, complaint, or issue with an impartial third party (the Ombuds). We are committed to the professional principles of confidentiality, impartiality, informality, and independence as prescribed by the International Ombudsman Association. Using the services is strictly voluntary and free of any cost.
What Does an Ombuds Do?

• Provide a safe place for discussion and reflection
• Listen and discuss your concerns and questions
• Explore and develop new ways to solve problems
• Suggest referrals, if appropriate or wanted
• Provide coaching and informal conflict resolution
• Facilitate interpersonal communication
• Provide workshops
• Clarify university polices and procedures
• Track trends and general issues on campus
• Promote fair and equitable processes and resolutions
• Collaborate with others to improve campus life and strengthen community

Process & Confidentiality
• The office is independent and informal
• All communications with the Ombuds are held in strict confidence
• No one will know that you have spoken with us unless you give us permission otherwise.
• The only exceptions to confidentiality are in cases where visitors present imminent risk of serious harm to self or others or where there is a charge of discrimination, harassment or retaliation based on gender or sexual orientation
• No records are kept other than statistics and trend data

The Ombuds Office Does Not:
• Accept “notice” of claims against the university
• Override or change policy, decision, rules
• Make binding decisions for individuals in the university
• Provide psychological counseling
• Provide legal advice
• Participate in formal grievances or formal processes
• Suggest disciplinary action
• Maintain records

To schedule an appointment call 510.885.2861 | Visit us online: csueastbay.edu/ombuds