



CAL STATE EAST BAY

OMBUDS SERVICES

When to Contact Ombuds Services...

- When you have a work related conflict or dispute
- When you think there has been miscommunication
- When you are unsure of where to go or what options exist to solve a problem
- When you are unsure which policies or procedures apply
- When you have a concern about campus climate
- When you feel you have been treated unfairly

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.

CSUEASTBAY.EDU/OMBUDS | 510.885.2861



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 policies** 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