



OUR PRINCIPLES

Confidentiality

We are a voluntary, off-the-record resource. Visitors' identities and the content of their conversations are always confidential, except in rare cases when the ombuds determines there is risk of imminent harm to self or others.

Only with your permission would the ombuds contact other people to help resolve a dispute.

Neutrality/impartiality

The Office of Ombuds Services maintains no personal stake in the outcome of any dispute. Staff members avoid all conflicts of interest. The office does not advocate for any individual or university department.

Informality

We do not participate in any internal or external formal proceedings or action, but will tell you about the availability of formal processes, if appropriate.

Independence

The Office of Ombuds Services is autonomous. It maintains sole discretion over whether and how to act regarding concerns. The campus ombuds reports to the chancellor for administrative and budgetary purposes only, and does not report on specific cases.

The Office of Ombuds Services operates under the Code of Ethics and Standards of Practice of the International Ombudsman Association (IOA). For a copy of the IOA code and standards, please visit ucm.edu/da7cae.

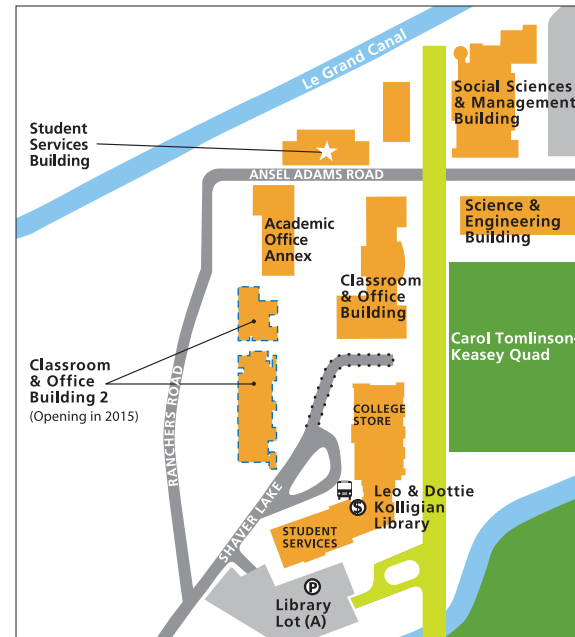
PLEASE NOTE: Contacting the Office of Ombuds Services does not put UC Merced on formal notice of your concerns.

VISIT US

Please call the Office of Ombuds Services to schedule an appointment to speak with the campus ombuds. We **do not** use email for confidential communications because privacy cannot be assured.

CONTACT US

TELEPHONE: 209-228-4410
OFFICE HOURS: 8 a.m. to 5 p.m. Monday through Friday, and at other times and locations as necessary
OFFICE LOCATION: Student Services Building, Room 211 (second floor)
WEBSITE: ombuds.ucmerced.edu



OFFICE OF OMBUDS SERVICES

PRINTED ON RECYCLED PAPER
February 2014 | 500

A SAFE SPACE AS A FIRST STEP,
a last resort
or somewhere in between



OFFICE OF OMBUDS SERVICES

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ABOUT US

Created in 2012, the Office of Ombuds Services is a safe, confidential, neutral and informal place to discuss your concerns. Faculty members, lecturers, postdoctoral scholars, staff members, students and anyone else with a campus-related concern can use the Office of Ombuds Services to discuss workplace issues, interpersonal conflicts, academic concerns, bureaucratic slow-downs and other problems.

WE CAN HELP YOU

If you are having a concern or an issue with a colleague, classmate, supervisor or anyone else on campus, we can help. If you're having trouble navigating the different offices on campus, are unclear about university policy or procedure and/or need a safe space to discuss your concerns, you can come to us. Visit us if you just need to talk and express your feelings; if you don't know where else to go; if you're reluctant to use formal channels; or if you have already tried other resources.



- Listen to your questions and concerns
- Maintain confidentiality
- Help identify and analyze the conflict and your options
- Offer an impartial, non-judgmental perspective and effective communication coaching
- Mediate difficult conversations as an impartial third-party — upon request
- Help identify and access UC Merced policies
- Make referrals to appropriate resources
- Offer conflict-resolution and leadership training, if you wish
- Informally inquire into issues of concern — if appropriate
- Advocate for fair processes and recommend changes in UC Merced policy — if appropriate
- Refer you to other resources, if you wish

PLEASE NOTE

The Office of Ombuds Services cannot provide legal advice; offer psychological counseling or therapy; make decisions or render judgments on issues; conduct formal investigations; participate or testify in formal processes, including lawsuits or grievances; take sides or advocate for individuals or for the university in a dispute; accept notice on behalf of the university; keep formal records documenting your visit; share information with others without your knowledge or permission; make or change policy or administrative decisions.

