Introduction

The mandate of the Ombuds Office is to ensure students are treated fairly in every aspect of their university life. The office is a safe and confidential place where students can get assistance and guidance on existing resources and processes, and help in resolving conflicts related to fairness issues.

What Does the Office Do?

The Ombuds Office is an advocate for fairness and advances systemic improvements.

What the Office Cannot Do

The Ombuds Office does not decide who is right or wrong and does not take sides. It is not an appeal body where students can seek to have a decision made through proper channels overturned or changed, and does not have the authority to make orders or require any action to be taken. The office cannot provide legal advice, counselling services nor can it be an advocate for an individual student or in a particular case.

Types of Services Available

If a student needs help, the office can:

- Provide general resource information and make appropriate referrals
- Identify and explain relevant university processes and policies
- Work with students to plan strategies and explore options on how best to proceed
- Empower students to deal directly and effectively with their concerns
- Facilitate discussions and use informal channels to seek resolution
- Investigate student complaints of unfairness where all other avenues have been exhausted

The office can also provide advice, support and training to decision makers to establish and maintain best practices and fair procedures.