

Ombudsman (OM-buds-man)

- Sweden 1809
- Classic Ombuds model:
 - Statutory/investigative role
- Organizational Ombuds: North America
 - Facilitative role, dispute resolution practitioner
 - Academia & Corporate US
 - 34% increase in US higher education since 2004

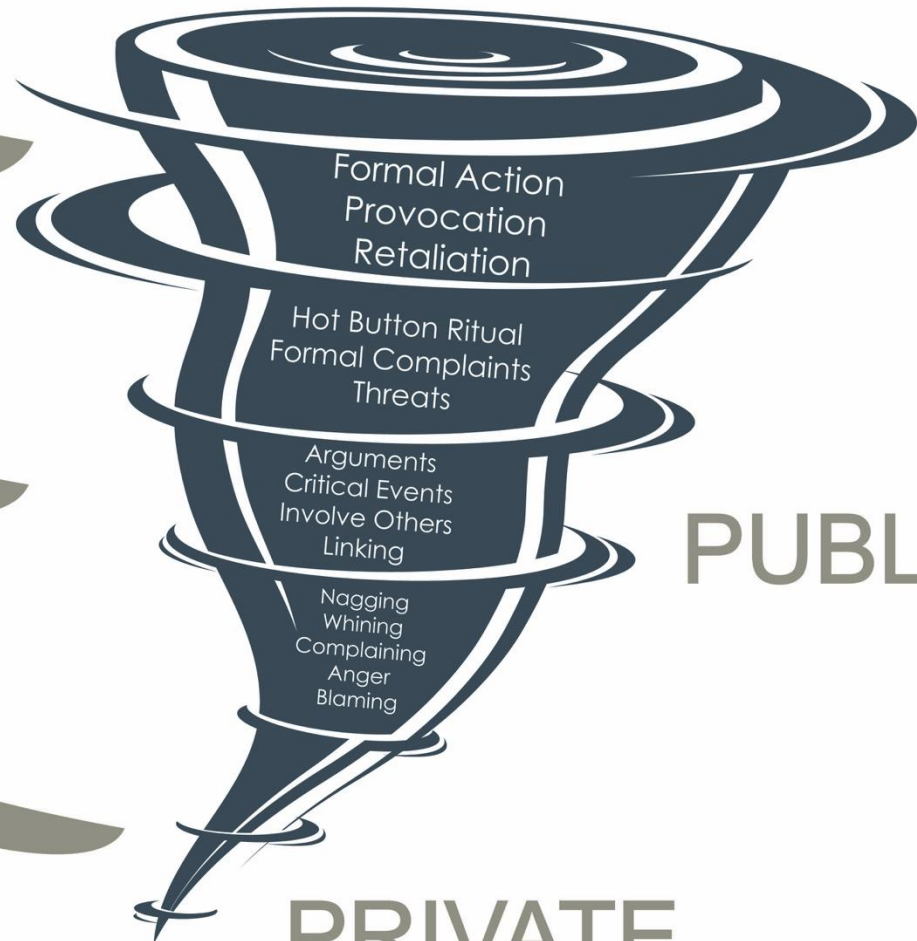


History of AU Ombuds Office

- 2004 AU Senate Resolution endorsed by A&P Assembly and Staff Council
- 2007 2nd Resolution, funding approved by President Gouge
- September 2, 2008: Launch of Ombuds services
- Fall 2008: Office location in Quad Center



VIOLENCE



LITIGATION
ARBITRATION
GRIEVANCES
APPEALS
PEER REVIEW

MEDIATION
FACILITATION
CONCILIATION
NEGOTIATION

OBMUDSPERSON
TRAINING
PRENUPTIALS
OPEN DOOR

PUBLIC

PRIVATE

Toleration Noncooperation
Rumor Theft
Gossip Sabotage

Organizational Ombuds

- IOA: Standards of Practice and Code of Ethics
- Guiding Principles
 - Informality
 - Neutrality
 - Confidentiality
 - Independence



An Ombudsperson Does:

- Actively listens to your questions and concerns
- Offers information: AU policies, procedures, and programs
- Discuss your concerns and clarify issues
- Help identify and evaluate a range of options
- Gather information and offer referral



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An Ombudsperson Does:

- Advise steps to resolve a problem informally
- Facilitate communication indirectly
- When given permission, serve as an impartial third party
- Collaborative agreements through negotiation or mediation
- Track perceived issues and trends
- Make recommendations for review of policies or procedures to appropriate bodies



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An Ombudsperson Does NOT:

- Make decisions, findings of fact, or determine the “guilt” or “innocence” of those accused of wrongdoing
- Establish, change, or set aside policies or administrative decisions
- Offer legal advice
- Offer psychological counseling
- Participate in grievances or other formal processes
- Serve as an agent of notice for Auburn University
- Serve as an advocate for any individual



Contact Information:

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*Email is not a secure or confidential method of communication



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