





Standards of Practice

1. Independence—operate separately from institutional reporting structures; adhere to university policy; budget for ongoing professional development
2. Impartiality –facilitate problem solving that does not take sides or favor a particular outcome
3. Confidentiality –

Ombuds Members

f Qualifications

f International Ombuds Association (IOA) membership, training and experience.

f Provost can receive complaints about violations of standards of conduct



- Address tensions before conflicts escalate
- Pursue informal conflict resolution measures
 - Conflict may develop and harms organizational unity when silenced, ignored, or denied.
 - Not all conflict needs to be resolved with a formal grievance, but addressing the conflict can help the organization's health.
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f An Ombuds can:

- Facilitate conflict resolution
- Listens to concerns and complaints
- Provide faculty a safe space to be heard
- Seek answers to questions
- Explain University policy and procedure
- Help identify options for managing concerns
- Informally facilitate communication between individuals in conflict
- Discuss formal options that are available

f An Ombuds will not:

- Give legal advice
- Participate in formal grievance procedures
- Testify in any court-initiated proceeding
- Provide psychological counseling or therapy
- Make binding or administrative decisions



f The Ombuds program provides aggregate level data to the faculty senate in an annual report.

f The report may include statistics, trends, systemic issues, but without any revealing identifying information.



Questions?

www.wichita.edu/ombuds

Policy 4.04