

# UCOP Ombuds

<http://ucop.edu/ombuds> • (510) 332-3791



The Ombuds Office provides confidential, impartial, and informal conflict resolution and problem-solving services for all UCOP employees. The Ombuds Office is a safe place to voice and clarify concerns, understand conflict situations, and find effective ways to respond. Ombuds services include:

- Conflict analysis
- Strategies to resolve and prevent disputes
- Identification of options and information
- Effective communication coaching
- Mediation
- Group facilitation
- Resource referrals

The Ombudsperson helps empower employees to overcome disputes, conflicts and barriers that stand in the way of reaching their full potential. For more information or to make a confidential appointment, please call (510) 332-3791. To assure confidentiality, please contact the Office by phone only.

The Ombuds Office abides by the International Ombudsman Association Standards of Practice and Code of Ethics, including:

**Confidentiality.** The Ombuds Office holds all communications with those seeking assistance in strict confidence unless there is an imminent risk of serious harm. Communications made to the Ombudsperson do not place the university on notice.

**Impartiality.** The Ombudsperson is neutral, impartial, and unaligned in the handling of employee conflicts, disputes, or issues.

**Independence.** The Ombuds Office is independent from other university entities or authorities. The Ombudsperson reports to the Chief of Staff to the President for administrative purposes only and does not report on the substance of individual cases or concerns.

**Informality.** The Ombuds Office assists individuals in resolving conflicts at informal levels. While the Ombuds Office may refer individuals to formal grievance resources, it does not participate in any internal or external investigative or adjudicative procedures.