



WHAT'S AN OMBUDS?

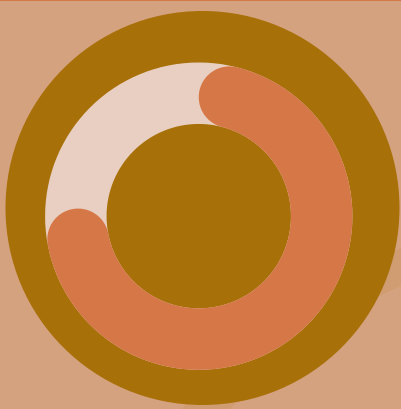
- A person who helps YOU resolve conflicts/concerns
- Assists in exploring and determining options
- Brings systemic concerns to the organization's attention for resolution
- Trusted Navigators leading the way to just, engaged, and inclusive organizations

HOW CAN WE HELP?

- Listen & Understand Issues From Your Perspective
- Reframe Issues & Help You Evaluate Options
- Coach You To Deal Directly With Other Parties
- Refer You To Appropriate Resolution Channels
- Facilitate/Mediate Informal Resolution Processes
- Identify New Issues/Opportunities For Systemic Change

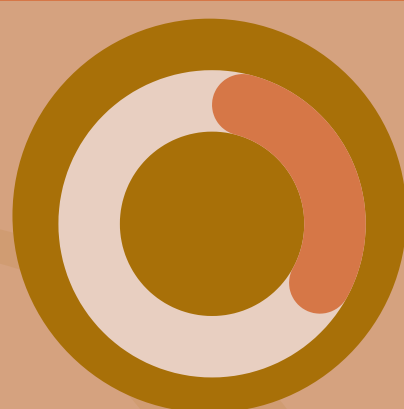
OMBUDS ARE HELPFUL BECAUSE WE...

- Are Confidential
- Stay Impartial
- Work Informally
- Are Independent
- Follow International Ombuds Association's Standards of Practice



Ombuds will not:

- Create or Maintain Records/Reports For The Organizations
- Receive Notice For The Organization
- Serve In Roles That Compromise Impartiality
- Make Binding Decisions/Mandate Policies
- Participate In Formal Investigations
- Act as an arbitrator or judge



Common concerns we hear:

- Interpersonal Difficulties
- Performance Feedback
- Diversity, Equity, Inclusion & Belonging
- Abusive Conduct/Bullying
- Questions about Policies/Procedures
- Work/Life Balance
- Pandemic Issues/Concerns
- Harassment/Discrimination
- Respect/Treatment

Callale Concon, UCOP Ombudsperson

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www.ucop.edu/ombuds