

Purpose of the University Ombuds Office

The University Ombuds Office facilitates understanding, communication, and resolution of conflict among members of the faculty, academic, and classified staff, and the administrators of the university. The office serves as an impartial and confidential means of facilitating dialogue between parties on campus and as a means, apart from formal grievance procedures, of resolving differences. The office was established as part of the university's commitment to foster a courteous and considerate climate conducive to productivity and well-being for all university employees.

Ombuds work independently from university administrative offices. Discussing a matter with an ombuds is confidential to the extent allowed by law and does not constitute notice to the university.

What an Ombuds May Do

- Help resolve problems and conflicts, especially those not being adequately addressed through other channels.
- Provide informal services outside the usual review and/or appeal procedures.
- Take a nonaligned role when hearing about a problem, remaining independent and impartial.
- Recommend changes in university policies or procedures.

How an Ombuds Can Help You

- By listening carefully to your concerns.
- By helping analyze the situation.
- By identifying and explaining relevant university policies, procedures, and problem-solving channels.
- By helping you to explore options.
- By looking into a concern, including talking with involved parties with your permission.
- By informally mediating discussions between individuals or groups in a dispute or problem situation.
- By identifying other university programs and resources that might be helpful.

**For information or to schedule
a private appointment,
leave a message at
265-9992**

When to Contact an Ombuds

- You want to discuss a sensitive issue in confidence.
- You want help and are unsure of where to go or what options are open to you.
- You have a situation requiring help with communication or negotiation.
- You are unsure which policies, procedures, or regulations apply in your situation.
- You believe a policy, procedure, or regulation has been applied unfairly or erroneously to you.

When an Ombuds Does Not Get Involved

- You want legal advice or legal representation.
- You have a non-university related disagreement or problem.
- You want to file a grievance or make a formal complaint.
- You want someone to represent you in formal university procedures.

Ombuds Office

523-525 Lowell Center
610 Langdon Street
Madison, WI 53703
608/265-9992

If you find yourself saying...

How can I cut through the red tape?

Who should I talk to?

I feel like I'm going in circles.

How can I get this resolved?

The Ombuds Office can help!

The University of Wisconsin is committed to maintaining an open and productive learning/working environment, where all students, faculty and staff treat each other with respect and dignity. The Ombuds Office is available to help you deal effectively with workplace situations and to seek fair, timely and equitable resolutions. If you find yourself needing this sort of assistance, we encourage you to explore all the numerous resources available throughout the university dedicated to fostering the kind of climate we wish to maintain.

Patrick Farrell
Provost

Ombuds Office for Faculty and Staff

University of Wisconsin–Madison
523–525 Lowell Center
610 Langdon Street
Madison, WI 53703
Phone 608/265–9992
www.ombuds.wisc.edu/

OMBUDS OFFICE for Faculty and Staff

An informal, impartial,
confidential, and
independent resource

for faculty, academic staff,
and classified staff

for resolving conflicts

Ombuds

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