



Student with issue, concern, conflict or complaint

Attempted to resolve issue without success

Unsure how to proceed to resolve problem

Has questions about issue want to talk about options

Wants to file a formal complaint

Student should be educated about the Ombuds Office
* Ombuds Inquiry Form
* Email
* Call

Direct student to complete Complaint Form online or see Nina Powell, Title IX & Student Complaints Admin

Student makes contact with the Ombuds Office.
Ombuds responds within 24-48 hours to schedule an appointment

The Ombuds follows principles of:
Confidentiality*
Neutrality
Informality
Independence

Ombuds meets with student:
-Listens to situation
-Identifies needed info
-Discusses options
-Creates a plan
-Student decides course of action

With permission Ombuds gathers info & reports back to student. When appropriate Ombuds facilitates or mediates discussions

Student carries out plan. Ombuds follows up with student to see if resolved or if additional steps are needed