

- **NEED HELP UNTANGLING A COMPLICATED SITUATION?**
- **NEED AN IMPARTIAL AND CONFIDENTIAL SOUNDING BOARD?**
- **NOT SURE WHICH POLICY APPLIES TO YOUR CONCERN?**
- **THINK YOU'VE BEEN TREATED UNFAIRLY?**
- **NEED A MEDIATOR OR FACILITATOR?**
- **NOT SURE WHERE TO TURN FOR HELP?**

The Office of the University Ombudsman is always a safe place to consider your options. Talk with the ombudsman — as a first step or as a last resort or at any point in between.

YOU CAN REACH THE UNIVERSITY OMBUDSMAN...

- by phone at 607-777-2388
- in person — We are located in LS-G526
- or by e-mail at ombudsman@binghamton.edu

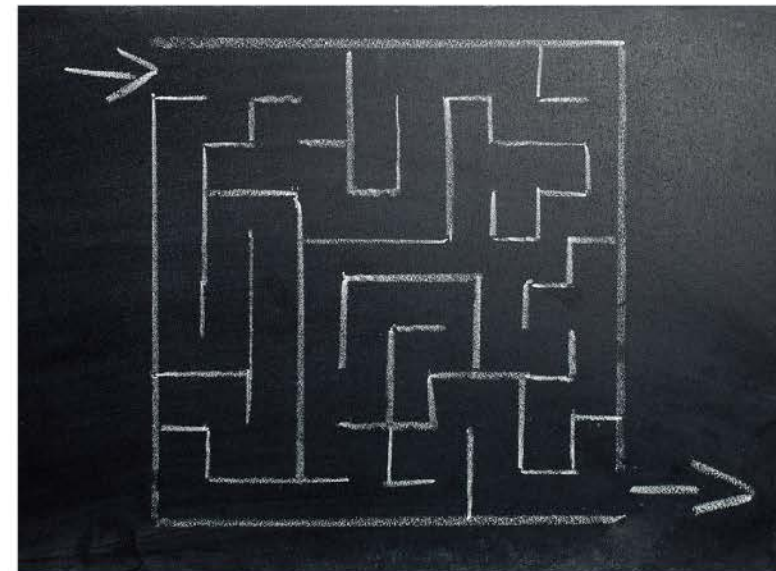
(E-mail is typically discouraged because it is not a secure or confidential method of communication.)



University Ombudsman
 Binghamton University
 PO Box 6000
 Binghamton, NY 13902-6000
binghamton.edu/ombudsman

BINGHAMTON
UNIVERSITY
 STATE UNIVERSITY OF NEW YORK

THE UNIVERSITY OMBUDSMAN



IF YOU AREN'T SURE WHERE TO TURN, MAYBE THE OMBUDSMAN CAN HELP

BINGHAMTON
UNIVERSITY
 STATE UNIVERSITY OF NEW YORK



WELCOME TO THE OFFICE OF THE UNIVERSITY OMBUDSMAN

The university ombudsman provides confidential, impartial, and informal assistance to all members of the Binghamton University community, including students, faculty, and staff, and is available to help individuals and groups to address their problems and resolve their conflicts.

The university ombudsman will listen to you, discuss your concerns, answer your questions, explain university policies, provide information and referrals, and help you to develop options for resolving problems.

The ombudsman's office is not a place to file a report but the ombudsman can help you to decide whether to file and where to file a report if you choose to do so. Talking to the ombudsman can be a good first step when you don't know where else to turn.

THE UNIVERSITY OMBUDSMAN'S ETHICAL TENETS*

The Office of the University Ombudsman practices in accordance with the Code of Ethics and Standards of Practice of the International Ombudsman Association. Four ethical tenets guide the ombudsman's work:

- **Independence.** The ombudsman reports to the President of Binghamton University and is not aligned with any administrative or academic unit.
- **Impartiality.** The ombudsman provides objective assessments of any concern brought to the office. As a third-party neutral, the ombudsman is an advocate for fair process and equitable outcomes, but does not take sides on behalf of any individual or cause.
- **Confidentiality.** Confidentiality is essential to the ombudsman function. The ombudsman will not disclose the identity of visitors or the substance of concerns raised unless given permission by the visitor to do so. The only exception is when the ombudsman believes there is an imminent risk of serious harm. This promise of confidentiality helps create a safe place to voice your concerns, evaluate your situation, organize your thoughts and identify your options.
- **Informality.** Any conversation you have with the ombudsman is off-the-record. Talking to the ombudsman about a problem does not provide the University with legal "notice" that the problem exists. The ombudsman is not a mandated reporter/campus security authority or responsible employee under Title IX. If you would like to make a formal complaint, the ombudsman will help you identify your options for doing so. The ombudsman will not willingly participate in any formal adjudicative or administrative processes.

**By reading the foregoing, all visitors to the Office of the University Ombudsman acknowledge and accept these standards of practice and, thus, agree not to request that the ombudsman breach any of these ethical tenets.*

WHAT THE UNIVERSITY OMBUDSMAN CAN DO:

- Actively listen to you and discuss your concerns
- Help you clarify and prioritize issues
- Answer your questions or refer you to other appropriate resources
- Identify and explain relevant University policies, procedures and programs
- Help you explore, identify and assess a range of options for resolving a problem
- Mediate a dispute
- Facilitate communication among people in conflict
- Provide feedback to the University about patterns of complaints and systemic problems
- Recommend changes in policies and procedures that appear outdated or problematic
- Provide training on topics related to communication and conflict resolution

WHAT THE UNIVERSITY OMBUDSMAN CANNOT DO:

- Unilaterally change rules, policies or procedures
- Act as a substitute for union representation
- Overrule a decision or supersede the authority of another University official
- Provide legal advice or psychological counseling
- Participate in formal grievance procedures
- Conduct formal investigations
- Make a determination of guilt or wrongdoing