



## What happens when someone contacts the ombudsperson?

### IF THE PERSON HAS NOT YET FOLLOWED AVAILABLE MECHANISMS...

#### INFORMATION AND REFERRAL

- We identify options and available resources
- We clarify rights and responsibilities
- We explain policies, regulations and procedures
- We refer the person as needed

### IF THE PERSON NEEDS ASSISTANCE TO USE AVAILABLE MECHANISMS...

#### ADVICE AND COACHING

- We help identify what is at stake, priorities and objectives
- We clarify grounds and steps and we refer the person as needed
- We suggest constructive and effective approaches to raise issues
- We offer communication and conflict resolution tools

### IF THE PERSON IS NOT SUCCESSFUL IN USING MECHANISMS OR NEEDS HELP...

#### INTERVENTIONS

*Once we have the person's consent*

- We may contact administrators to facilitate communication
- We may use informal problem-solving tools
- We may review the file and discuss it with relevant offices
- We may investigate if all recourses have been exhausted

**We listen and we check whether the person's concerns or complaint are within the mandate of the ombudsperson.**

If not, we refer the person to relevant recourses, for example to their union if a collective agreement applies, or to external resources if the issue is not University-related.