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 offer talks and workshops on fair decision-making and conflict resolution.

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.

The ombudsperson may also:
- make recommendations to help resolve individual or systemic issues
- provide feedback about fairness during policy and procedure development

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