



Just when you think there is  
nowhere to turn...

think  
again

Office of the  
Ombudsperson

at the University of Ottawa

## Our principles

### Confidentiality

We offer a safe and confidential resource for you to air a concern, discuss a problem, or seek assistance about any issue related to work or study or about non-academic issues. We hold communications in strict confidence and do not disclose confidential information unless we are given permission to do so, or in rare situations where there appears to be an imminent risk of serious harm or when required by law.

### Independence

The Ombudsperson and staff are not employees of the University nor are they affiliated with any student associations. The Office is independent of administrative structures and student government. The Office is funded jointly by the Student Associations and the University.

### Impartiality

The Ombudsperson and staff listen to all concerns impartially without taking sides. We are guided by a concern for fair process. We consider the interests of all parties, provide an objective assessment, and look for solutions that are mutually agreeable and equitable. If a matter is investigated, it is done so in an impartial fashion.

## How to contact us

For more information or to make an appointment, contact us at 613-562-5342 or [ombudsperson@uottawa.ca](mailto:ombudsperson@uottawa.ca) or visit [www.uOttawa.ca/ombudsperson](http://www.uOttawa.ca/ombudsperson).

We welcome drop-ins, room UCU307; however, please keep in mind that we may already be meeting with someone and may need to schedule an appointment.

We are normally open between 8h30a.m. and 12h30p.m., and 1h30p.m. and 4:00p.m. Monday to Friday.



# The Office of the Ombudsperson

Serving the entire University community, the Office of the Ombudsperson is a **safe place** to seek **confidential** and **impartial** advice and assistance in resolving a problem, concern or conflict. It is also a place where you may obtain information that you were not able to obtain elsewhere.

We work with students, faculty and staff to seek expeditious and **just resolutions** to problems and conflicts.

We examine final decisions to determine whether or not the decision was made **fairly** and to make recommendations to the appropriate authority.

**“Injustice anywhere is a threat to justice everywhere”** – Martin Luther King.

