

OFFICE of the UNIVERSITY Ombudsperson

ABOUT OUR OFFICE

The central role of our office is to promote **procedural fairness** in university decision making. We are an important resource to the Queen's community in helping students, staff, faculty, parents, and alumni **understand policies and procedures** within the university.



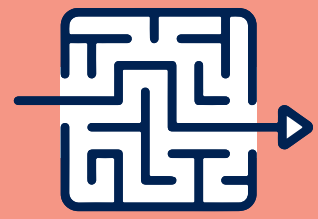
Listen

with **confidentiality**, and **impartiality** to concerns about **fair processes** at the university



Guide

with advice and **resources** to help understand **policies** and **procedures**



Empower

students, staff, and faculty to **navigate** through university decision-making

WE DO:

- ✓ promote procedural fairness in decision-making
- ✓ provide general advice to Queen's community members about their rights and responsibilities
- ✓ provide guidance on procedures to follow
- ✓ refer enquirers to relevant university offices or publications
- ✓ recommend changes to university policies and procedures
- ✓ provide training and educational tools
- ✓ identify systemic issues

WE DON'T:

- ✗ advocate for any Queen's community member
- ✗ provide case management
- ✗ act as a decision-maker
- ✗ overturn any university decision
- ✗ intervene in grievances under a collective agreement
- ✗ accept notice on behalf of the university

YOUR IMPARTIAL RESOURCE PROMOTING **FAIRNESS** AT QUEEN'S
queensu.ca/ombuds