ABOUT OUR OFFICE

The central role of our office is to help ensure _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:**

- help ensure 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