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.

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**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

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**ABOUT OUR OFFICE**

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

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

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

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**YOUR IMPARTIAL RESOURCE PROMOTING FAIRNESS AT QUEEN’S**

queensu.ca/ombuds