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 ENSURING FAIRNESS AT QUEEN’S
queensu.ca/ombuds