

OFFICE of the UNIVERSITY Ombudsperson

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.



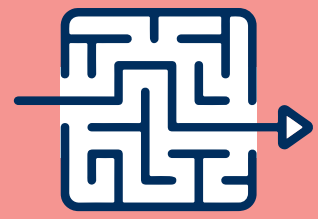
LISTEN

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