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