



EXPLORE OPTIONS
MANAGE EXPECTATIONS
RESOLVE CONFLICTS
DISCOVER RESOURCES

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University Ombuds Officer

212 854 1234

www.columbia.edu/cu/ombuds

Morningside Campus

660 Schermerhorn Ext.

CUMC Campus

207 Bard Hall - 50 Haven

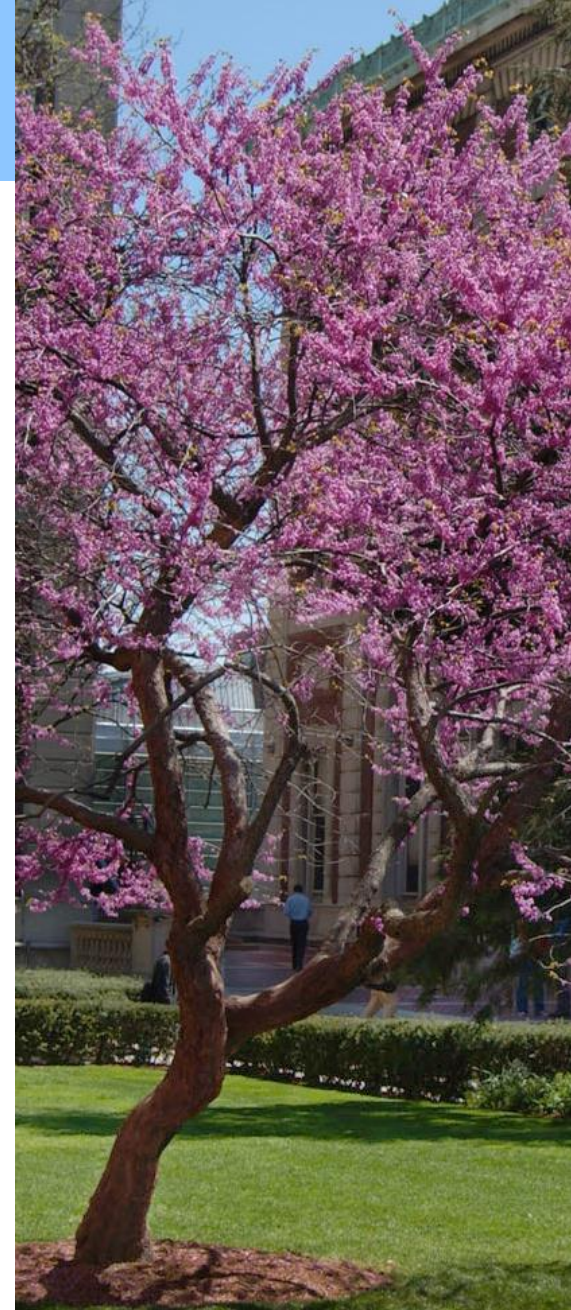
OMBUDS PRINCIPLES OF PRACTICE

Four Elements of an Ombuds Practice

- Independence
- Informality
- Impartiality
- Confidentiality

* Based on the Standards of Practice and Code of Ethics of the International Ombudsman Association

<http://www.ombudsassociation.org/>



INDEPENDENCE

- **The Ombuds Office is independent in structure, function and appearance to the highest degree possible within Columbia with a reporting relationship directly to the President for budgetary and administrative purposes.**
- **The Ombuds Office has access to senior administrators in order to convey perceived issues and trends on campus.**
- **The Ombuds does not keep records for the university and will only furnish anonymous aggregate data in annual reports.**

INFORMALITY

- **The Ombuds Office does not participate in any formal adjudicative or administrative process or investigations, does not issue findings or make or overturn administrative decisions.**
- **The Ombuds Office supplements but does not duplicate any formal resources or official process and does not constitute notice to the University.**
- **The Ombuds Office is “off the record” and is in all respects voluntary.**

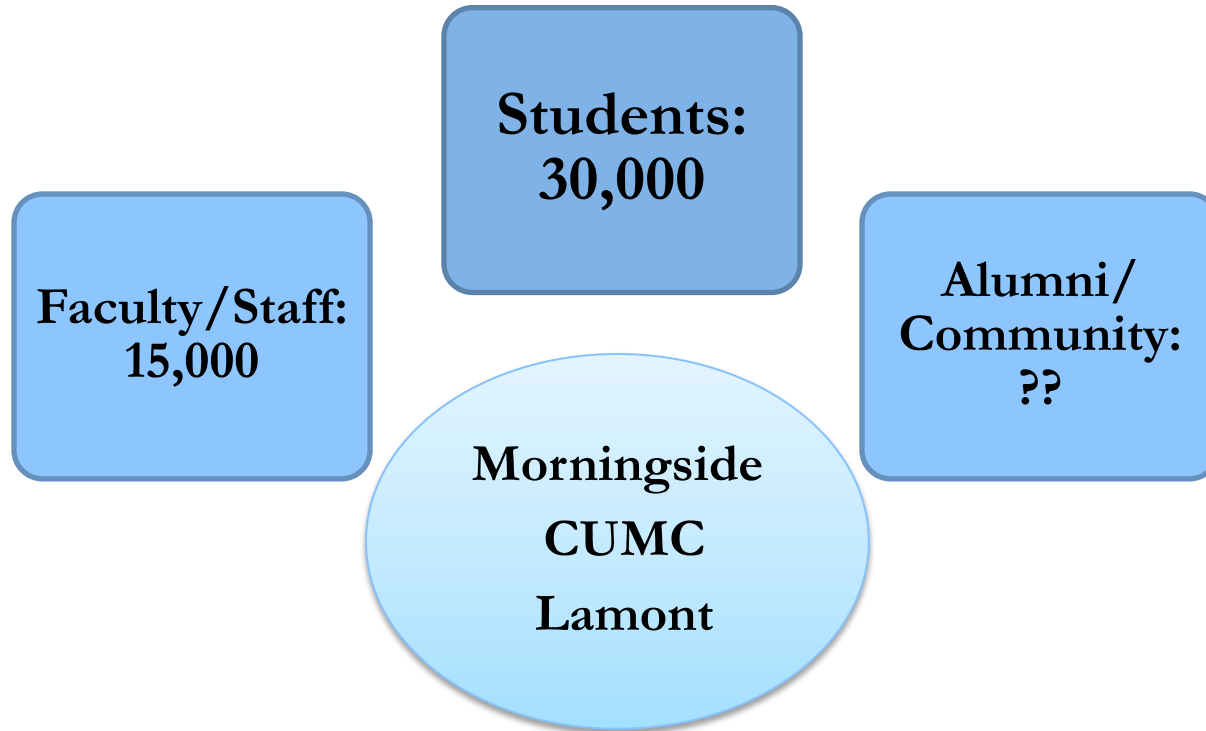
IMPARTIALITY

- **The Ombuds Office does not advocate for the individual or for the university, but instead advocates for productive communication, and fair process.**
- **The Ombuds Office provides an unbiased and objective perspective.**
- **The Ombuds Office has no decision-making power and does not establish or overturn policy.**

CONFIDENTIALITY

- **The Ombuds Officer holds the identity and all communications with those seeking assistance in strict confidence.**
- **The Ombuds Officer will not disclose confidential communications unless given permission to do so, except as required by law, or where, in the judgment of the Ombuds Officer, there appears to be imminent risk of serious harm.**
- **The Ombuds Office will only report anonymous aggregate data to a limited audience of administrators.**

Who We Serve



WHAT WE DO/HOW WE DO IT

- Listen
- Offer information about Columbia University policies and procedures
- Discuss concerns and clarify issues
- Help identify and evaluate options for resolving a problem
- Gather information and offer referrals
- Offer coaching, for example, to help prepare for a difficult conversation
- Facilitate communication, indirectly or through shuttle diplomacy
- Work for collaborative agreements through mediation
- Track perceived issues and trends
- Make recommendations for institutional improvements

WHAT WE DO *NOT* DO

- Make decisions or findings of fact
- Establish, change, or set aside policies
- Offer legal advice
- Offer psychological counseling
- Participate in grievances or other formal processes
- Serve as an agent of notice for the University
- Serve as an advocate for any individual

COMMON TOPICS

- ❖ Work relationships
 - ❖ Research concerns
- ❖ Policies and Requirements
 - ❖ Illness and disability
- ❖ Harassment and discrimination
 - ❖ Academic progress
- ❖ Career management
 - ❖ Rudeness or incivility
- ❖ Conflict with peers or supervisors

OMBUDS OFFICE INFORMATION

Thank you

ombuds.columbia.edu

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