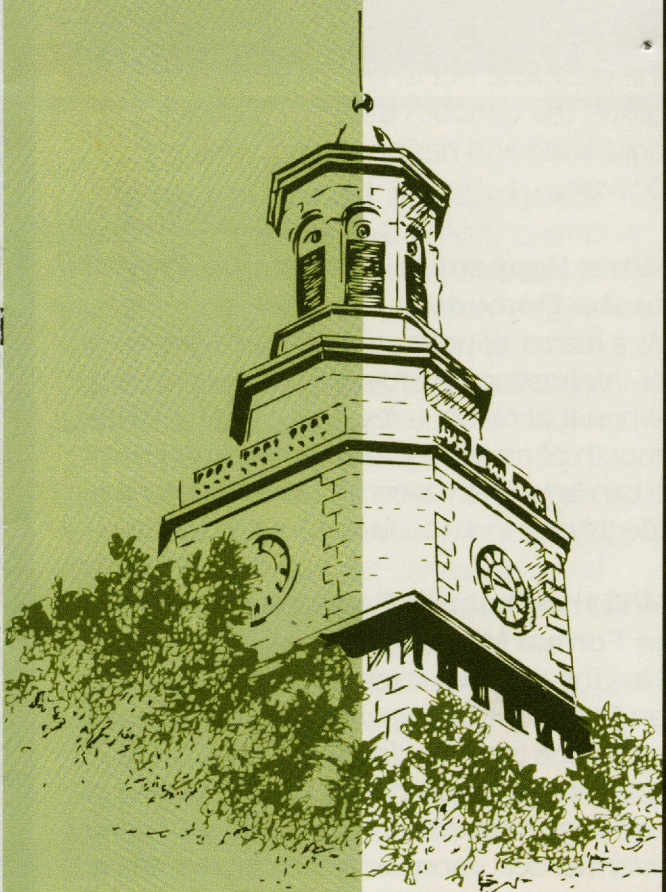


UNT

UNIVERSITY OF NORTH TEXAS



The University
Ombuds Office

**Confidential ■ Informal ■
Impartial ■ Independent**



Our Door Is — Always Open

Why Should I Contact the Ombuds Office

The Ombuds Office provides a safe place where any faculty or staff member can seek a non-adversarial alternative for the resolution of work-related disputes, problems, or concerns. The resource is confidential, informal, neutral, and independent. We work to facilitate and assist parties in reaching mutually acceptable, fair, and equitable resolutions.



When Should I Contact the Ombuds Office?

Visitors may contact the Ombuds Office as a first step, or as a last resort, or at any point along the way. We invite you to share your concerns, assess your situation, and develop options for your next step - if you choose to take a next step. We also welcome ideas and suggestions on how to improve the work environment at U.N.T.

Who the Ombuds Serve

The Ombuds Office is open to the faculty and staff of the U.N.T. community. Visitors are welcome to discuss concerns about:

- Academic right and responsibilities;
- Workplace conflicts or departmental politics;
- Perceived harassment or discrimination;
- University policies or procedures;
- Ethics issues or violations of law; or
- Unfair treatment and other issues.

Why you need an Ombuds

The Office of the Ombuds actively promotes and supports a fair, respectful, and safe workplace by providing university employees with a confidential, informal, neutral and impartial means of preventing or resolving workplace concerns, problems, or disputes. The purpose of the Ombuds Office is to insure that every voice at the University of North Texas can be heard, without fear of loss of privacy, retribution, retaliation, and that problems can receive impartial attention. The Ombuds helps individuals identify options for fair and equitable outcomes, and fosters civility and mutual respect. The Office supplements, but does not replace, any existing grievance mechanisms or modes of redress. The Ombuds reports administratively to the President of the University and has the full cooperation of University personnel.

How Does the Ombuds Remain Neutral?

The Ombuds considers the rights and interests of all parties in a dispute, with the aim of assuring a fair and civil process to resolve the issue. The Ombuds is directly responsible to the president, not to any other administrative office. The Ombuds does not arbitrate or adjudicate and has no decision-making power.

What Happens to Information Provided to the Ombuds?

As a matter of policy, the Ombuds destroys all information regarding a particular matter when that matter is resolved or within one month of no activity. The Ombuds does not retain any information that would potentially identify the individuals involved in a matter.

Will the Ombuds Participate in Formal Meetings?

No. The Ombuds cannot serve as a witness and does not participate in any formal grievance process. The Ombuds will not testify in formal judicial or administrative hearings. However, the Ombuds can facilitate informal discussions with the consent of the other participants.

The **University Ombuds** is a member of the International Ombudsman Association, and practices in accordance with its Standards of Practice and Code of Ethics. Four ethical tenants guide the work of the Ombuds:

Confidentiality

The Ombuds does not keep records for the University, and won't disclose the names or concerns of its visitors, without permission. (The only exception is when the Ombuds believes there is an imminent risk of physical harm.) The Ombuds Office thus is not an office of notice for the University.

Neutrality

The Ombuds is respectfully impartial with all parties to a conflict. The Ombuds does not take sides in any dispute, but rather advocates for fair process and equitable results.

Informality

The Ombuds listens, offers information about U.N.T. policies, procedures and resources, and presents a range of options for resolving problems. With permission, the Ombuds will facilitate communication or mediate a dispute. The Ombuds does not arbitrate, adjudicate, or participate in formal procedures.

Independence

To ensure objectivity, the Ombuds is not aligned with any administrative unit, and reports directly to the President for administrative and budgetary purposes. These ethical tenets are absolute and non negotiable, and belong to the Ombuds Office rather than visitor.

How the Ombuds Office can help.

The Ombuds Office is a comfortable, confidential place to discuss your problems, concerns or complaints. The University Ombuds can:

- Develop resolution options;
- Identify relevant policies and procedures;
- Serve as a go-between for two parties;
- Mediate a dispute or misunderstanding;
- Recommend institutional change.

In all cases, the response of the Ombuds is tailored to the dynamics of the situation and the informed consent of the visitor.

To schedule an appointment, contact the Ombuds office at: 940-369-8166, fax 940-369-8119 or email: ombuds@unt.edu

Always Open

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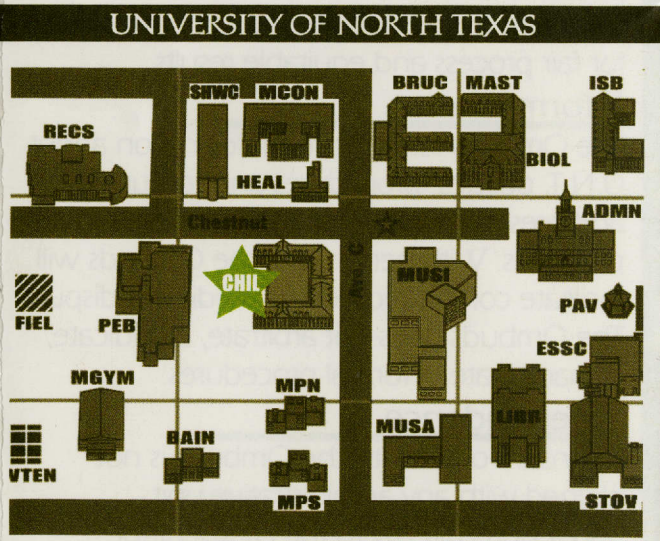
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How to Contact Us

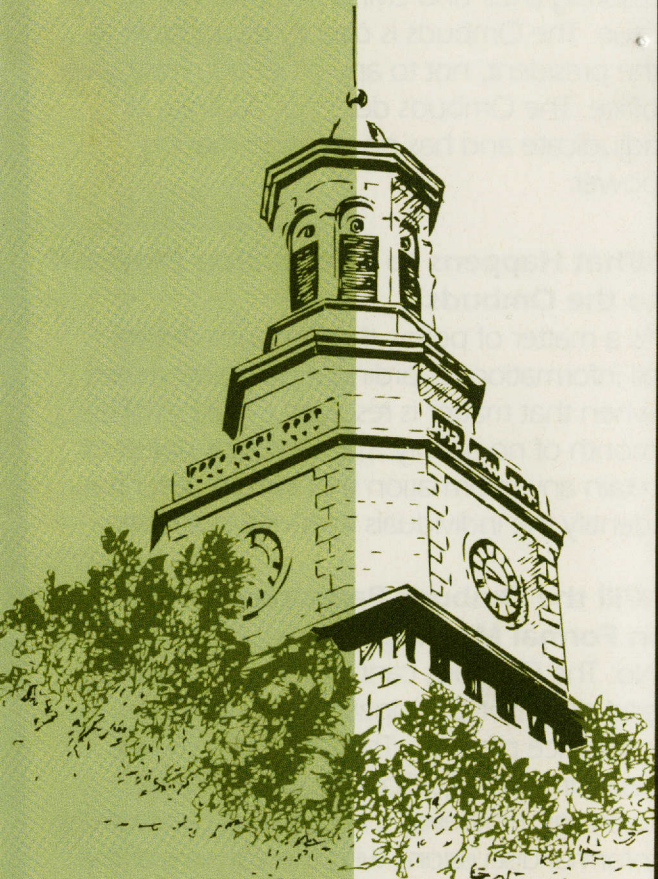
University Ombuds, Belinda Newman, Ph.D.

University of North Texas Ombuds Office

Hours: By Appointment
Chilton Hall, Rm. 140
To schedule an appointment:
Phone: 940-369-8166
Fax: 940-369-8119
TTY: 940-369-8652
Email: ombuds@unt.edu



We believe we can be most effective if we meet with you, but if you prefer, we will work with you over the telephone. We generally do not work through e-mail and discourage you from e-mailing any confidential information.



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