

An ombudsman shall be truthful and act with integrity; shall foster respect for all members of the organization he or she serves; and shall promote procedural fairness in the content and administration of those organizations' practices, processes and policies. Guided by the principles of objectivity, independence, informality and confidentiality, an ombudsman:

- hears and investigates complaints objectively. Objectivity includes impartial attention to all available perspectives on an issue and may not entail support of any particular perspective.
- acts as independently as possible of all other offices, and avoids conflict of interest, external control and either the reality or appearance of being compromised.
- acts as an informal resource and does not participate in any formal, adjudicative or administrative procedure related to concerns brought to his/her attention.

(Excerpted and adapted from the International Ombudsman Association Code of Ethics)

The Ombuds Office

stonybrook.edu/ombuds

Walk-in visits are possible, but appointments in advance keep waiting to a minimum.

For an appointment call (631) 632-9200.



Stony Brook University

*Sometimes
all you need
is someone
to point you
in the right
direction.*



THE OMBUDS OFFICE

*We're here to listen with an open mind.
We're here to help resolve problems fairly.*

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Visit us at stonybrook.edu/ombuds or call (631) 632-9200.

What does an ombudsman do?

An ombudsman provides confidential, informal and impartial assistance in resolving intra-campus conflicts, disputes and grievances; in promoting fair and equitable treatment within the University; and in fostering the general well-being of the Stony Brook community.

An ombudsman is also a source of confidential advice and is independent of the University's formal administrative structure. An ombudsman cannot impose solutions but can help to identify options and strategies for resolution.

What kinds of issues can the Ombuds Office help me with?

- Policy and Procedural Issues
- Disciplinary Matters
- Discrimination
- Harassment
- Workplace Issues
- Academic Issues
- Supervisor/Employee Relations
- Housing Concerns
- Health and Safety Issues
- Interpersonal Conflicts
- Ethical Dilemmas
- Incivility/Rudeness
- Intellectual Property/Authorship Concerns

Who is eligible to use the services of the Ombuds Office?

Any member of the Stony Brook campus community — students, faculty and staff.

What are the courses of action that an ombudsman can take?

- Listen to you objectively
- Answer your questions or help you find someone who can
- Identify and evaluate options for addressing concerns
- Explain University policies and help you follow them correctly
- Mediate a resolution when appropriate
- Recommend changes in policy and procedures affecting members of the University community

When should I use the services of the Ombuds Office?

- When you need additional information or assistance in resolving your concern
- When you are simply unsure of how to proceed or what options may be available to you
- When you feel your concerns have not been adequately addressed through formal channels (e.g., your department head, professor, dean, supervisor, residence hall director)