

LETTER FROM THE
Chancellor

The Office of the Ombudsman was established in 1978 to provide the UC Irvine community with assistance and options for resolving any concerns, issues or complaints.

The office is confidential, informal and neutral. The services are tailored to the specific situation. Therefore, the services can range from information about relevant policies and procedures, to coaching about how to approach a problem, to mediation of a dispute between parties. In addition, the office tracks systemic issues within UCI which need attention.

I strongly support and encourage the use of the Office of the Ombudsman as a confidential and informal means for UCI & UCIMC community members to address any concerns.

Fiat Lux,



Chancellor Howard Gillman

CONTACT INFORMATION

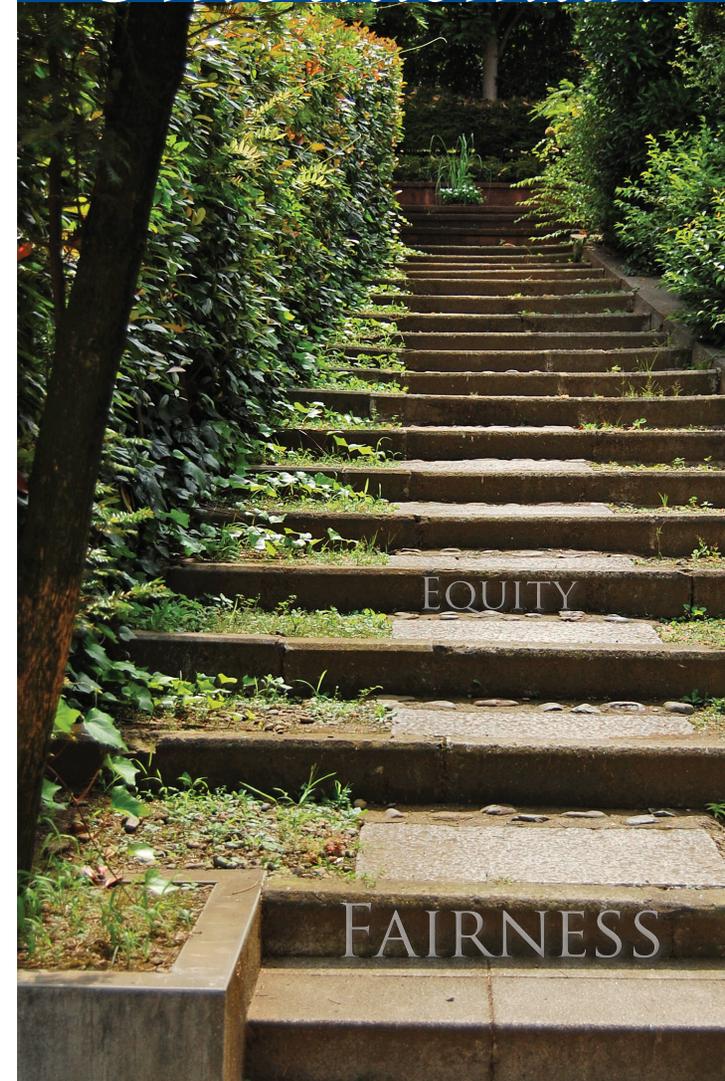
Office of the Ombudsman
205 Multipurpose Science & Technology Building
Irvine, CA 92697- 4325
(949) 824-7256
www.ombuds.uci.edu

To make an appointment or if you have any questions, please contact the office via phone at (949) 824-7256.

E-MAIL

Because email is not a confidential form of communication, and the Office of the Ombudsman does not keep records, we discourage the use of email for communicating any information which is confidential, sensitive or privileged. It is recommended that all communications with our office be done by phone or in person.

OFFICE OF THE
Ombudsman





The term “Ombudsman” is an English translation of the Swedish word *umbuds man* from the Old Norse *umboosmaor*, meaning representative. An Ombudsman is one who advocates for fairness, equity and administrative efficiency.

The Office of the Ombudsman is an informal resource built on three essential principles:

- 1) Independence
- 2) Impartiality
- 3) Confidentiality

HOW WE CAN HELP YOU

The Office of the Ombudsman provides a safe and comfortable environment to discuss complaints, concerns or problems confidentially. The office serves all students, faculty, staff and administrators of the UCI community.

When appropriate, the office will initiate an informal intervention with the goal of facilitating a resolution that is acceptable to all parties involved. The ombudsman acts as an independent, impartial and confidential resource. If a matter cannot be resolved through our office, a referral will be made. When appropriate, the office can make recommendations regarding policy review and change.

The Office of the Ombudsman WILL

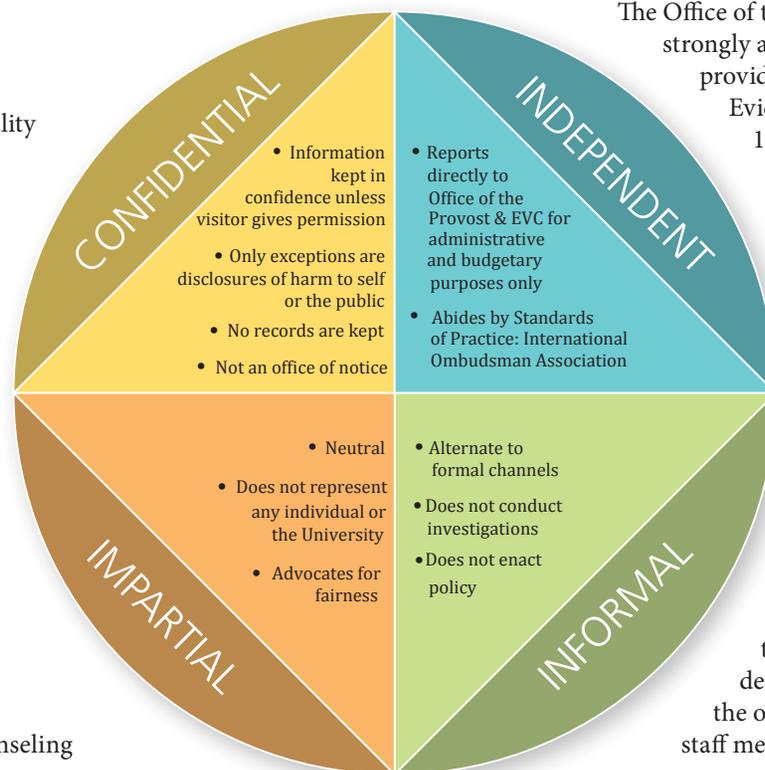
- ◆ Maintain impartiality
- ◆ Listen to complaints and concerns
- ◆ Maintain confidentiality and visitor anonymity
- ◆ Clarify policies and procedures
- ◆ Facilitate communication between parties
- ◆ Assist visitors in exploring options and potential informal resolutions to complaints and concerns
- ◆ Identify trends to alert the university to systemic problems and potential solutions

The Office of the Ombudsman WILL NOT

- ◆ Take sides
- ◆ Breach confidentiality
- ◆ Conduct formal investigations
- ◆ Make policy
- ◆ Make managerial decisions
- ◆ Act as a substitute for formal grievance, investigative or appeals processes
- ◆ Accept notice on behalf of the university
- ◆ Provide legal or psychological counseling

The office does not conduct formal investigations nor does it maintain or keep records. If the ombudsman deems it appropriate, he or she may refer visitors to the office most suitable to address his/her concern or complaint.

If the visitor wants to put the university on official notice for a policy or law violation, complaint or concern, he or she must contact his/her supervisor, manager or designated office of record for the university. Therefore, the Office of the Ombudsman does not serve as an office of notice or record for the university. In addition, the visitor is responsible for adhering to time lines or deadlines as stated per policy when filing formal grievances or appealing decisions.



The Office of the Ombudsman will strongly assert the protection provided by the California Evidence Code Section 1119 et seq. in resisting participation in formal or legal proceedings on behalf of the university or individual(s) using the office. Use of the office is voluntary. The Office of the Ombudsman accepts matters with the understanding that the user of the office will not depose or subpoena the ombudsman or staff members.