

Policy and Procedure Arizona State University		Number SWK 309
Manual Social Work	Section Academic Policies	Page 1 of 1
Subject Role of Ombudsperson		Effective 8/18/86 Revised 8/92

PURPOSE: To define the role of the Ombudsperson

SOURCES: Faculty Council

APPLICABILITY: All Faculty and Students, School of Social Work

POLICY: Role of the Ombudsperson

- A. The Ombudsperson is an impartial fact-finder and problem solver. She/he has no power to reverse or change decisions but with conciliation skills can help to expedite the process.
- B. The student may be encouraged by advisors and others to consult the Ombudsperson before filing a formal grievance.
- C. When asked to participate in negotiations, the Ombudsperson, student, and faculty member(s) explore the situation to discover what snags exist and whether a grievance appears warranted. This step is likely to include seeking out other information.
- D. The Ombudsperson interprets the results to the student, and, if appropriate, to the faculty or staff member, with suggestions and/or alternatives and their consequences related to choices for resolving the conflict.
- E. If requested by those involved, the Ombudsperson mediates problem solving dialog and attempts a reconciliation of difference.
- F. If no reconciliation is reached and the student decides to proceed with a formal grievance, the Ombudsperson is available for continuing consultation during the process. He/she shares the results of prior exploration, as appropriate, and with the concurrence of the Standards Committee may attend committee deliberations as an observer on the process.
- G. At any point, the Ombudsperson may elicit information about policies, procedures, and legal issues from higher levels of organizational structures within the School and University.