The Staff Ombuds Office abides by the International Ombudsman Association Standards of Practice, including:

Confidentiality. The Staff Ombuds Office holds all communications with those seeking assistance in strict confidence unless there is an imminent risk of serious harm. Communications made to the ombudsperson do not place the university on notice.

Impartiality. The ombudsperson is neutral, impartial, and unaligned in the handling of staff conflicts, disputes, or issues.

Independence. The Staff Ombuds Office is independent from other university entities or authorities. The Ombuds Office reports to the Associate Chancellor for administrative purposes only and does not report on the substance of individual cases or concerns.

Informality. The Staff Ombuds Office assists individuals in resolving conflicts at informal levels. While the Ombuds Office may refer individuals to formal grievance resources, it does not participate in any internal or external investigative or adjudicative procedures.

The Staff Ombuds Office has published reports regarding workplace conflict issues and recommendations for systemic change.

CASELOAD & DEMOGRAPHICS

Top Visitor Concerns (can be multiple) 258 New Cases

Gender

Ethnic Distribution (can be multiple)

Management Status

Length of Service

Visitor Age Group

*Data source for UCB headcount: HR Census, April 30, 2013 includes appointments in the categories "Staff" and "Other Academic." For this report, "Other Academic" includes Non-Senate Academics (NSA) and not post-doctoral appointees or faculty.