



Office of the University Ombudsperson (Ombuds)

Not sure where to go?

Visitors may simply not know where to find assistance or support for a university-related matter. Ombuds aid in identifying appropriate resources, services, and processes to address their specific needs.

Need to talk?

The Ombuds listens to visitors and helps to clarify concerns and generate options. Visitors are empowered to determine which, if any, course of action to pursue. Some are satisfied with just a listening ear.

Ombuds will:

- Listen without judgment to visitor concerns
- Share information such as relevant policy and procedures
- Suggest appropriate resources for visitor consideration
- Clarify concerns to determine a course of action, should the visitor wish to pursue one
- Help generate options for possible resolution
- Regularly look to their caseload to discern trends, patterns, and possible systemic issues to share with appropriate leadership

Ombuds may:

- Elevate individual experiences in an anonymized fashion or when expressly permitted, share visitor identity or case particulars
- Facilitate dialogues for group and interpersonal issues
- Provide mediation, shuttle diplomacy, and conflict coaching services
- Develop workshops, trainings, and presentations to serve community, unit, or constituent need; this can be done collaboratively

Ombuds do not:

- Advocate for individuals, groups, or other entities, but rather, advocate for procedural fairness and equitable treatment
- Play a role in formal processes
- Investigate matters brought to their attention
- Represent an individual party to a dispute



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Confidential

Visitor concerns are confidential. The Ombuds will not reveal visitor identity or situation particulars without explicit permission. Visitors may speak openly and privately, but for two exceptions:

1. An instance of imminent risk to the visitor or others;
2. Potential violation of the Sexual and Gender-Based Misconduct Policy.

Impartial

The Ombuds is a designated neutral, a resource who advocates for fair and equitable treatment for all within the institution.

Informal

The Ombuds is not a point of notice to or on behalf of the university and has no authority or role in formal processes.

Independent

Ombuds operate independently from other university entities and offices. The Ombuds has sole discretion in determining whether and how to proceed.

The Central Michigan University Ombudsperson serves the institution in accordance with its core values of integrity, respect, compassion, inclusiveness, social responsibility, excellence, and innovation by welcoming students, staff, and faculty into a confidential space for discussion regarding university-related matters of concern. The Ombuds assists in opening avenues of communication for those in pursuit of resolution and in promoting fair and equitable treatment for all members of the CMU community.