

ETHICAL PRINCIPLES OF OMBUDS

CONFIDENTIALITY

The Ombuds holds information in confidence and does not disclose communication unless given permission by the employee, in the event of risk of imminent harm, as required by law, or when there is an allegation related to racial discrimination and sexual harassment.

NEUTRALITY

The Ombuds remains unaligned and impartial and does not advocate for any individual or entity.

INFORMALITY

As an informal resource, the Ombuds does not participate in any formal process related to concerns brought to the office's attention.

INDEPENDENCE

The Ombuds is independent in structure, function and appearance and does not report on cases to any administrator within CEHD except as aggregate data that protects the visitor.

The College of Education and Human Development Faculty and Staff Ombuds are guided and informed by the Code of Ethics and Standards of Practice of the International Ombudsman Association.

www.ombudsassociation.org

MEET THE OMBUDS

Staff Ombuds

Patrice French



Faculty Ombuds

Vacant

CONTACT US:

cehd-ombuds@tamu.edu
979-845-4691

Email for general questions or for scheduling an appointment. Providing detailed information about the reason for your visit in email communication is discouraged as privacy cannot be ensured.

Appointments can take place in-person, over the phone, or via online video conferencing.



TEXAS A&M UNIVERSITY
Education &
Human Development

CEHD OMBUDS

What are Ombuds ?

Ombuds serve as informal and confidential resources for individuals to discuss questions, resolve disputes, manage conflicts, and problem solve issues related to one's full and successful participation as a member of the CEHD community.



ROLE OF THE OMBUDS

- Serve as a neutral and confidential listener, information resource, and advisor
- Explain established policies and procedures of the department, college, and university, including the formal grievance process
- Brainstorm possible paths through conflict and concerns
- Listen to issues or concerns without judgment
- Identify relevant policies and resources that might be helpful to you
- Provide mediation and facilitation services, as the Ombuds deems appropriate
- Provide conflict management and resolution strategies
- Identify patterns, trends, or problem areas, and recommends revisions and improvements to College Leadership



Here to help you!

HOW CAN OMBUDS HELP?

Types of Ombuds Visits

- Individual Consultations
- Referrals
- Coaching
- Facilitated Discussions

Common Reasons for Visits

- Advice on having difficult conversations
- Clarification of a policy or process
- Cultural misunderstandings or conflicts
- Incivility and abrasive conflict in the workplace
- Concerns about procedural fairness or due process
- Understanding policies and procedures
- Interpersonal conflicts
- Performance review/Tenure and Promotion
- Ethical dilemmas
- Supervisor/employee issues
- Work-life balance
- Concerns about unfair treatment

AN OMBUDS CANNOT

- Take sides or advocate for any individual, group, or the university
- Tell visitors what to do
- Participate in or facilitate formal grievance procedures
- Conduct formal investigations
- Make or change University decisions, rules, or policies
- Overrule a decision or supersede the authority of another University official
- Provide psychological counseling
- Provide legal advice
- Respond to formal complaints or conduct formal investigations

