University of Iowa Office of the Ombudsperson

Visitor: Faculty, Staff (Merit, Merit Exempt/Confidential, P&S), Student (Undergraduate, Graduate, Professional), Postdoc, Resident, Fellow, Others (alumna/us, community member, former or prospective employee, parent, patient, vendor)

- Tries to resolve a problem without success.
- Encounters a new problem that is sensitive and/or is unsure where to start to resolve it.
- Has a question or concern and wants information and options.

Contacts the Ombuds Office and schedules a time to meet or talk by phone.

The Ombuds Office follows these principles:
- Confidentiality
- Neutrality
- Informality
- Independence

With Ombuds:
- Discusses the situation.
- Identifies needed information.
- Identifies useful resources.
- Develops options.
- Creates a plan.

Visitor carries out the plan.

With permission, the Ombuds gathers information and reports back to the visitor.

The Ombuds facilitates a meeting or mediation.

The Ombuds follows up to see if the situation is resolved or if any additional steps are needed.

Contact the Ombuds Office:
319-335-3608
ombudsperson@uiowa.edu
www.uiowa.edu/ombuds/

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