IF YOU FIND YOURSELF SAYING …

This isn't fair!

I've been mistreated!

No one is listening to me!

I'm lost in all the bureaucracy!

I need to talk with someone privately!

I need a neutral third party!

I need clarification or help with university policy!

… CONTACT THE WSU OMBUDSMAN OFFICE.

TYPES OF COMPLAINTS

- Academic (grading disputes, exam scheduling, course-related issues, etc.)

- Non-academic (housing, resident life issues, financial aid, etc)

- Employment (hiring, dismissal, evaluations, benefits, etc.)

- Administrative (delay in service/decisions, access to facilities, clarification of rights and policies, etc.)

OMBUDSMAN

Max Kirk, Faculty
Debbie Lee, Faculty
Sheri Glaesman, A/P

Janet Herrlinger,
Assistant Ombudsman

OFFICE HOURS

Monday-Friday
8 a.m. – 12 noon, 1 p.m. – 5 p.m.
or by appointment

Summer Hours
8 a.m. – 12 noon

OFFICE OF THE WSU OMBUDSMAN

Wilson-Short Hall, Room 2
PO Box 644002
Pullman, WA 99164-4002
Phone: 509-335-1195
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OFFICE OF THE UNIVERSITY OMBUDSMAN
SERVING THE WSU COMMUNITY SINCE 1971

The University Ombudsmen serve the entire WSU system including branch campuses and extension.

An effective, informal, and neutral channel for students, staff, and faculty to voice university-related concerns.

WASHINGTON STATE UNIVERSITY
World Class. Face to Face.

HOW DOES THE OFFICE OF THE OMBUDSMAN FUNCTION?

The primary purpose of the office is to protect the interests, rights, and privileges of students, staff, and faculty at all levels of university operations and programs. The ombudsman is designated by the university to function as an impartial and neutral resource to assist all members of the university community. The ombudsman provides information relating to university policies and procedures and facilitates the resolution of problems and grievances through informal investigation and mediation. The office does not replace or supercede other university grievances, complaint or appeal procedures.

WHEN SHOULD I CONTACT THE OMBUDSMAN?

- When you have a university-related problem and need assistance.

- When you need clarification about a WSU policy or procedure.

- If you feel you have been unfairly treated and need to know your options.

- If you have a specific problem which may not be resolved by regular university procedures.

- If you want to talk with an impartial party concerning a university issue.

HOW CAN THE OMBUDSMAN HELP?

- By listening and providing a neutral resource.

- By explaining and abiding by the policies and procedures.

- By providing initial counseling in clarifying issues and providing referral when appropriate.

- By analyzing the issue and providing options in resolving complaints.

- By preventing an issue from escalating into a major problem when possible.

- By recommending change in policy when appropriate

- By assisting the university in the development, implementation, and application of policies and procedures.

WHEN DOES AN OMBUDSMAN NOT GET INVOLVED

- The ombudsman does not act as an advocate or represent an individual in adjudicatory disputes, including those related to sexual harassment, discrimination, Americans with Disabilities Act, OSHA regulations, or collective bargaining agreements.

- If a complaint or concern is non-university related.

- The ombudsman will not waive rules, laws, or regulations, or require an appointing authority to change a decision, modify a policy, or modify a negotiated contract provision.

THE OFFICE OF THE OMBUDSMAN IS GUIDED BY THE FOLLOWING POLICIES:

- No action will be taken without the permission of the client unless otherwise required by law.

- Informing the ombudsman about a problem does not institute a formal complaint or substitute for notice to the university.

- The ombudsman will strive to maintain strict confidentiality concerning all matters brought to the office unless agreement is reached with the client to do otherwise.

- Exceptions to the pledge of confidentiality may occur when a threat of serious harm appears imminent, or when information must be disclosed as required by law, including the Public Records Act or requirements of discovery and litigation.