



OMBUDS SERVICES

UNIVERSITY OF MICHIGAN-DEARBORN

What does Ombuds Services do?

Ombuds Services provides students with individual, informal assistance in resolving concerns and addressing issues regarding student rights and responsibilities. The office is impartial and advocates for fair and consistent treatment for all parties.

Ombuds Services provides information on grievance policies and procedures relating to:

- Academic issues
- Non-academic issues
- Classroom concerns
- Parking problems
- Discrimination
- Harassment

Ombuds Services assists with:

- Untangling a complicated situation
- Cultural misunderstandings
- Disciplinary action
- Appropriate ways to discuss and frame issues
- Any other University related concerns

Ombuds Services will:

- Listen respectfully, non-judgmentally, and confidentially* to students having disputes with any part of the University
- Maintain a neutral and objective viewpoint
- Identify relevant University policies and procedures and help students understand their rights
- Make referrals to knowledgeable people
- Assist students in evaluating and assessing a variety of options to address their concerns
- Provide an opportunity for students to discuss or question University actions
- Propose recommendations for changes to University policies

Ombuds Services does NOT:

- Make decisions for any other part of the University
- Advocate for any individual
- Take sides
- Serve as an office of notice for the University
- Offer legal advice or provide counseling services

** Confidentiality cannot be promised if there is serious risk of imminent harm or if required by law.*