

AN INTRODUCTION TO...

OMBUDS OFFICE

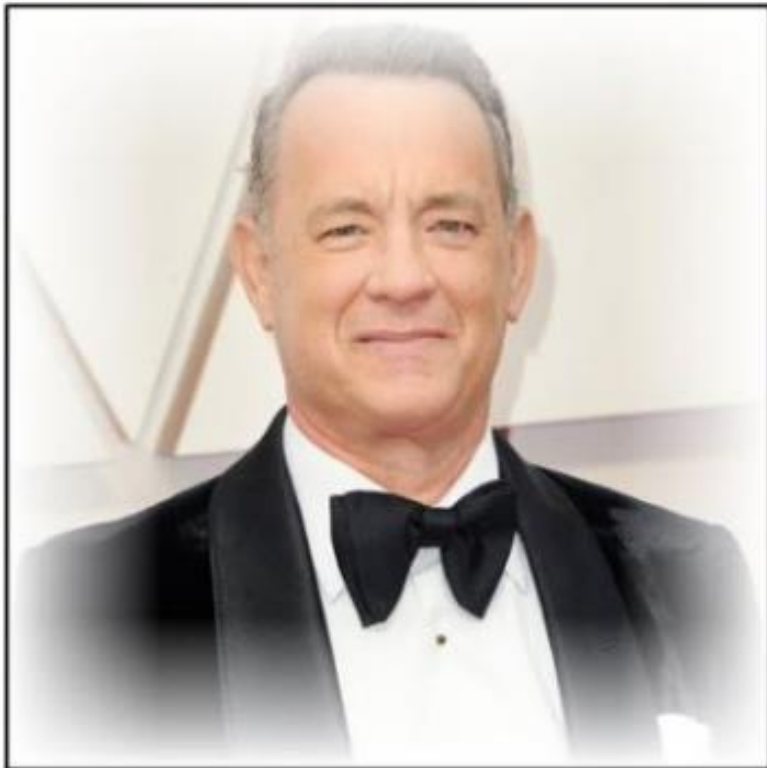
INDEPENDENT
INFORMAL
IMPARTIAL
CONFIDENTIAL



How do you say it?

Rhymes with...

Tom



Suds



What is an Organizational Ombuds?

“A designated neutral who...facilitates the *informal* resolution of concerns”

Preserves
confidentiality

Impartial or multi-
partial: Not picking
sides

Independent of
other structures
and functions



Services

1. Listening: To you
2. Education: One-on-one consultations & group workshops
3. Mediation: Facilitative, informal, confidential
4. Change Advocacy: On systemic issues



Who can use the Ombuds Office?

All UNLV students/employees,
including:

- Graduate, professional, and
undergraduate students

- Classified staff

- Administrative faculty

- Academic faculty

- Letter of appointment

- Supervisors, managers, leaders



Usage stats, calendar 2022

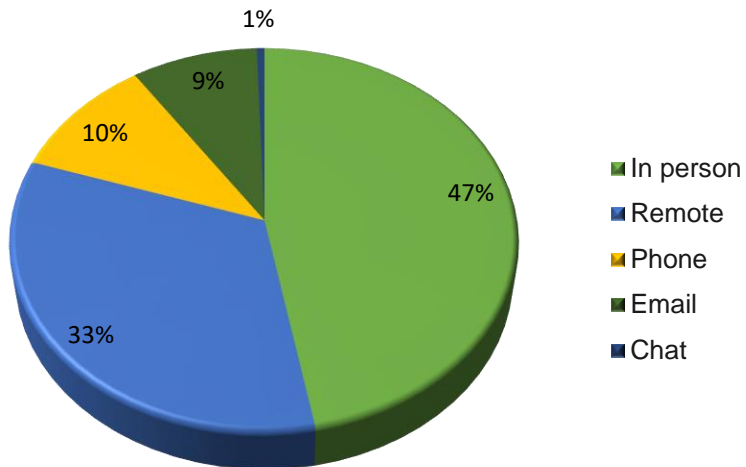
Total contacts

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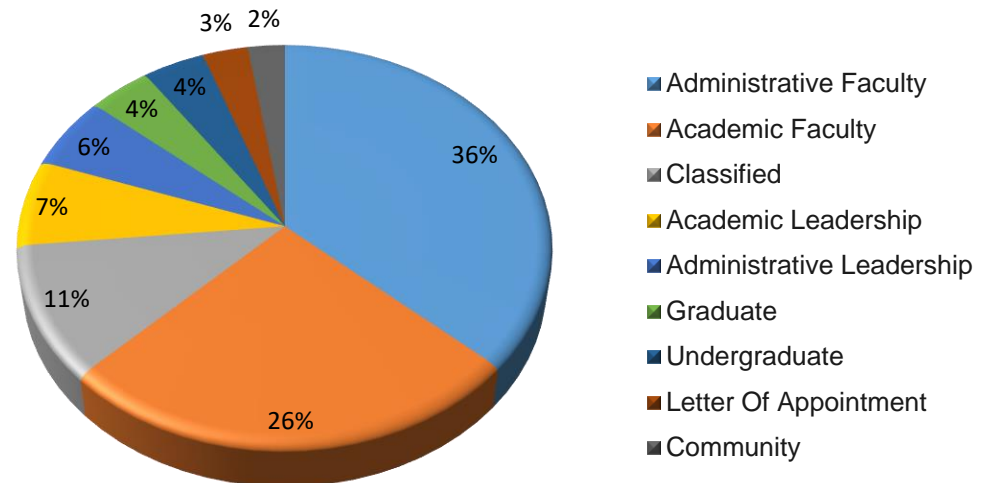
Unique visitors

362

Format



Visitor Population



Slowly Resolving the Right Way

- Many workshops, training sessions, individual meetings on this topic
- A few general principles:
 1. Stay calm/deescalate
 2. Focus the outcome you want, not immediate emotional needs
 3. Communicate openly but respectfully
 4. Explore everyone's interests
 5. Look to others as partners in resolving the situation, not enemies to defeat

Make Contact



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