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”

Impartial or multi-partial: Not picking sides

Preserves confidentiality

Independent of other structures and functions
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: 563
Unique visitors: 362

Format:
- In person: 47%
- Remote: 33%
- Phone: 10%
- Email: 9%
- Chat: 1%

Visitor Population:
- Administrative Faculty: 36%
- Academic Faculty: 26%
- Classified: 11%
- Academic Leadership: 7%
- Administrative Leadership: 6%
- Graduate: 4%
- Undergraduate: 4%
- Letter Of Appointment: 3%
- Community: 2%
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

FDH 165

702 895 1823

ombuds@unlv.edu

Online reporting form
Appointment slots