## 3. STATEMENT OF PRINCIPLES

- a) Impartiality
  - i. The Office will assess and respond to all complaints with impartiality and will act in consideration of and with respect for the legitimate interests and concerns of all affected parties.
  - ii. The Office will act objectively, in a manner that avoids bias and the perception of bias.
- b) Accessibility
  - i. The accessibility of the Ombuds Office and the availability of the Ombuds for all members of the university community will be a priority, subject to procedural constraints placed on the operations of the Office.
  - ii. Students will be able to consult with the Ombuds via; phone, e-mail, booked appointment, or on a drop-in basis.
  - iii. Students will have an initial response from the Ombuds acknowledging receipt of inquiry within 2 business days, unless otherwise noted on the website, e-mail auto reply, voice message, or online booking system, and pending demand and peak service times have an appointment within 5 business days from initial contact.
  - iv. Students will have the opportunity to provide anonymous and confidential feedback about the office and their experience in dealing with the office through the completion of an online questionnaire
  - v. The Office will make every reasonable effort to inform the university community of its existence and functions and will publicize its

any information or materials to which access is provided.

ii. All dealings with the Office will be deemed confidential. The Ombuds will not release personal information unless authorized by university policy the Ombuds may disclose information to others without the written consent

## 4. STRUCTURE OF THE OFFICE

- a) Independence of the Office
  - i. The Ombuds will carry out the responsibilities of the Office independently of all student, staff, faculty, and administrative bodies of the university and will function independently of all decision-making structures of the university.
  - ii. The Ombuds will not be a voting member of any committee, hiring board, or council of the university. The Ombuds may act as a non-voting member or consultant to committees on issues

objective expert opinion on the policies and procedures, especially in regard to interpretation, definitions, and applicability.

- f) The Ombuds will not become involved in any matter covered by a collective agreement or terms and conditions of employment, unless all parties consent to the Ombuds informal involvement.
- g) The Ombuds will not participate in matters currently