



OFFICE OF THE UNIVERSITY OMBUDSMAN
ANNUAL REPORT
SEPTEMBER 1, 2017 TO AUGUST 31, 2018

Introduction

The Office of the University Ombudsman was established in July 2014. This report covers the period from September 1, 2017 through August 31, 2018.

The Office provides independent, impartial and confidential advice and support to members of the Queen's community. Whenever possible, the Office may facilitate the informal resolution of concerns and complaints. Persons who, acting in good faith, have filed a complaint or sought the assistance of the Office of the Ombudsman or participated in an investigation/inquiry or made an effort to resolve a problem must be able to do so without fear of reprisal.

During this reporting period, the University Ombudsman was Mary Smith. The current Ombudsman is Heather Cole, acting on an interim basis until March 2019. Accountable to the Board of Trustees through the Audit and Risk Committee, the University Ombudsman is an important resource for students, staff and faculty in need of and seeking (a)4(f)-4()T7 [ti unton,s



During the reporting period, the University Ombudsman was involved in a variety of complex university matters. The Ombudsman carries a significant caseload, operating independently as a single source of assistance and information. In terms of reporting on the activities of the Office, cases are reported by the sector of the Queen's community most closely associated with the complaint brought to the Ombudsman. A total of 78 complaints documented involved some matter of dispute or disagreement on the part of a student, staff member or faculty representative and include but are not limited to policy advice, procedural advice, mediation and dispute resolution. Information and referral is noted separately outside of caseload as resourcing typically requires less time. The role of the Ombudsman in these matters is to act as a source of support for reference and referral only.

NUMBER OF CASES (TOTAL = 78)	
Undergraduate Student	22
Graduate Student	15
Administration (University Policy Related)	19
Staff/Administration	5
Non-Academic Misconduct	17
INFORMATION & REFERRAL (TOTAL = 256)	
Faculty	23
Staff*	158
Student	52
External	23

* The majority of staff contacts for information and referral dealt with student related matters. Staff sought advice in dealing with issues concerning their service roles to students.

Support by the Office of the University Ombudsman is query and complaint driven. All students responding to notices of academic and non-academic misconduct or seeking to understand routes of appeal are provided with the Office of the University Ombudsman's contact information pursuant to Section 12 of the Queen's University Senate Policy on Student Appeals, Rights and Discipline (SARD). The Ombudsman typically handles only complex student appeals. Academic appeal support is primarily dealt with by the Associate, Policy and Appeals.





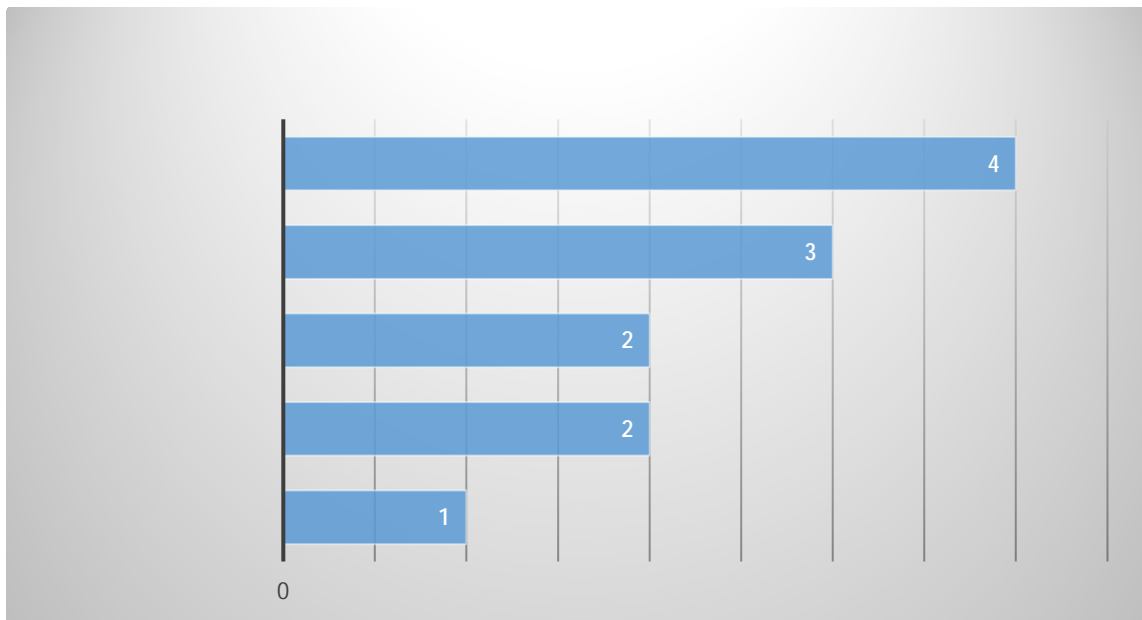
and with related parties in an effort to monitor/manage a situation or to avoid a more formal dispute resolution process.

The Associate, Policy and Appeals also provides policy interpretation and guidance to respondents to appeals regarding the process for the University Student Appeal Board. The chart that follows shows the types of requests made to the Associate during the reporting period.

Several times throughout the year, parents of students in receipt of a sanction make the initial contact with the Associate, Policy and Appeals. Parents are given policy information and an outline of the support offered to the student. No specific student information is released to parents. However, it is helpful to discuss the process and service offered by the Office of the University Ombudsman should the student wish to receive support or advice. Below is a breakdown of the community members seeking

University Student Appeal Board

The University Student Appeal Board received 12 notices of appeal over the reporting period. The outcomes of the appeals are noted below. Nine of the appeals involved academic matters while three involved non-academic matters. The associated Faculties and Offices of the respondents are set out in the second chart.







Safe Disclosure Reporting and Investigation Policy

