



OFFICE OF THE OMBUDSPERSON
University of Victoria

T: 250-721-8357
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Student Union Building (SUB), Room B205

Information for faculty members and academic administrators

What is the Office of the Ombudsperson?

The ombuds office is an independent, impartial, and confidential resource for undergraduate and graduate students and other members of the University of Victoria community to help resolve student problems or disputes fairly. The ombudsperson can:

- help students understand options, rights and responsibilities
- coach students in constructive ways of raising an issue or complaint
- facilitate communication between students and others or problem-solve
- guide students in the use of appeal procedures
- investigate and make recommendations

Whenever you develop your course syllabi, I would invite you to include the following paragraph for students to review:

The [Office of the Ombudsperson](http://uvicombudsperson.ca) is an independent and impartial resource to assist with the fair resolution of student issues. A confidential consultation can help you understand your rights and responsibilities. The Ombudsperson can also clarify information, help navigate procedures, assist with problem-solving, facilitate communication, provide feedback on an appeal, investigate and make recommendations.

Phone: 250-721-8357; Email: ombuddy@uvic.ca; Website: www.uvicombudsperson.ca

How does the Ombudsperson work with faculty members and academic administrators?

The Ombudsperson often acts as a bridge between the student and other persons or offices at UVic. Most situations are clarified or resolved informally through an exchange of information. The Ombudsperson may need to speak with you to determine what step the student has reached in a process, what information needs to be clarified, what supporting documentation may be needed, or what options are available.

Website: <http://uvicombudsperson.ca/>

Annual 2021 Report: Click this [link](#) to view the report.

If you have questions about procedural fairness and how it applies to university policies and processes, don't hesitate to contact me. I look forward to working with you in the future.

Regards,

Annette O'Hara, Ombudsperson