

The following information is reviewed with faculty or staff members meeting with the NC State Faculty & Staff Ombuds.

Faculty & Staff Ombuds Primary roles:

- a) Help faculty and staff members explore issues, concerns, and conflicts; provide information and referral; help resolve matters at earliest and most informal level
- b) Bring systemic/trend concerns to the University for review and resolution while maintaining the confidentiality of the information source

The Faculty & Staff Ombuds Office is:

Confidential – all communication is off-the-record with disclosure only with permission, if imminent risk of serious harm, or otherwise required by law

Informal – does not participate in formal internal University processes; contact with office does not place University on notice; no permanent records kept with identifiable information

Impartial – does not take sides in any issue or matter; seeks to facilitate communication, and reach mutually acceptable solutions

Independent – operates independently of ordinary line and staff structures; makes administrative reports to Chancellor and Provost (Faculty) and Associate Vice Chancellor for Human Resources (Staff); reports to University on trends and concerns reported to the office; current Faculty & Staff Ombuds is independent contractor (not a University employee)

The Faculty & Staff Ombuds does the following:

Listens to faculty and staff members and discusses issues off-the-record
Explores ways to solve problems
Provides issue, conflict, and negotiation coaching
Provides referral to other University resources
Provides information about formal University processes
Provides systemic concerns to the University in a confidential manner

The Faculty & Staff Ombuds does not:

Participate in formal internal University investigations or processes
Provide legal advice
Provide mental health counseling
Provide direct mediation services