

The following information is reviewed with faculty and staff member visitors meeting with the NC State Faculty and Staff Ombuds.

Faculty & Staff Ombuds role = Navigator

- Empower faculty and staff to engage issues, concerns and conflicts; provide information and identify resources to strengthen work relationships; support constructive problem solving and inform decision making
- Survey the university terrain, monitor trends and promote fair process

The Faculty & Staff Ombuds Office is:

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

Informal – does not participate in formal internal University processes; contact with office does not place University on notice of any issue, complaint, grievance or claim; no permanent records kept with identifiable information

Impartial – provides support while not taking sides in any issue or matter; does not represent individuals or the institution; seeks conflict engagement to facilitate communication and search for acceptable outcomes

Independent – operates independently of organizational structures; makes administrative reports to Chancellor and Provost (Faculty) and Vice Chancellor for Finance and Administration and Associate Vice Chancellor for Human Resources (Staff); reports aggregate information to University

The Faculty & Staff Ombuds does the following:

Listens and discusses issues off-the-record
Explores ways to engage with and constructively solve problems
Offers issue, conflict and negotiation coaching
Helps identify other University resources to address an issue / situation
Provides information about internal University processes
Shares 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