

**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

