

THE OFFICE OF OMBUDSPERSON



For all graduate and undergraduate
students at Western

SERVICES OFFERED

This is an independent office that helps students to navigate any issues they are facing (academic and non-academic concerns). This office is not a counselling office, but rather a resource that offers impartial advice and guidance on how to identify the root of the problem and create strategies for resolving it

Examples of situations that can be addressed through the Ombudsperson include:

- When a student is accused of scholastic or code of conduct offences
- When a student's relationship with their research supervisor has deteriorated
- When a student is experiencing conflict working with peers
- When a student is required to withdraw from a program.
- Other issues

ADDITIONAL INFORMATION

- Services are offered in-person, virtually or via phone call
- Services are confidential. The Ombuds staff can contact the appropriate resources on behalf of the students when permission is given
- Services are free of charge

WHAT IS UNIQUE ABOUT THIS OFFICE?

The Ombudspersons do not advocate for either the University or the students. They provide impartial and independent advice when students are unsure on how to proceed about a university-related situation.

THE PROCESS

Students contact the office to schedule an appointment

Students disclose the incident or situation to the Ombudsperson or Associate Ombudsperson confidentially

Ombudsperson or Associate Ombudsperson will offer information about relevant policies or procedures and help you determine what your options are:

- Conflict management coaching can be provided
- On and off campus resources can be provided
- The ombudsperson can speak with other parties on behalf of the student, if permission is provided

[For more information about their services and how to contact them click here](#)