UC DAVIS
OMBUDS OFFICE

*Come with a problem.*
*Leave with a plan.*

**UC Davis & UC ANR**
(530) 754-7233

**UC Davis Health**
(916) 734-1600

*Zoom, telephone, and in-person appointments available. Physical locations for appointments are in Davis and Sacramento.*

**https://ombuds.ucdavis.edu/**

## Ombuds Office Overview

The mission of the Ombuds Office is to provide a place for all members of UC Davis, UC Davis Health, and UC Agriculture and Natural Resources (ANR) communities to discover pathways for conflict management and problem solving.

The Ombuds Office serves as an off-the-record resource for developing strategies to navigate conflict and difficult situations. The Ombuds Office supports fair and collaborative professional and academic experiences in a changing world.

Faculty, staff, and students come to the Ombuds Office for many reasons. No matter how big or small the issue, the Ombuds Office can be a first step, last resort, or resource anywhere along the way.

## Guiding Standards

### Confidential
The Ombuds Office does not disclose the identity of, or details shared by, those who use the Office. Communications with the Office are off-the-record. The only exception to confidentiality is imminent risk of serious harm.

### Impartial
The Ombuds Office considers the interests, concerns, and perspectives of all parties and assists individuals to develop an array of options. The Ombuds does not side with or advocate for individuals or determine right or wrong.

### Informal
The use of the Ombuds Office is always voluntary and separate from formal processes. Communication with the Office does not constitute notice to UC Davis, UCDH, or UC ANR. The Office does not retain records or make judgments or determinations.

### Independent
The Ombuds Office exercises sole discretion over whether or how to act regarding an individual concern, a specific case, a problematic trend, concerns of multiple individuals over time, or an issue directly observed.

## Ombuds Services

### Confidential Sessions
The Ombuds Office meets with individuals to assist them in more effectively managing their concerns. Individual sessions may include conflict coaching, problem solving, identifying and surfacing underlying issues, developing communication strategies, and making referrals to campus resources. If appropriate, an Ombuds may bring parties together to develop greater understanding and explore mutually agreeable solutions in a mediation. Confidential sessions are always voluntary.

### Departmental Needs Assessment
The Ombuds Office consults with departments and teams to help determine conflict management needs and effective ways to address them. Approaches for departments may include tailored workshops, confidential sessions, and referrals to other resources.

### Conflict Competence Workshops & Presentations
The Ombuds Office offers a variety of community-wide and customized workshops related to effective communication and conflict management. The Office also provides informational presentations to increase awareness about Ombuds services.

### Asynchronous Learning
The Ombuds Office's website provides resources such as tip sheets, educational videos, and a list of books available in the office's lending library which has over 90 curated titles. These resources are available for people to learn more about conflict management theories and skills.

### Feedback on Systemic Trends and Concerns
The Ombuds Office meets with campus leaders and units to consult on trends and systemic issues using anonymized information.