MISSION
The Ombuds Office provides a safe place for all members of the UC Davis community to discover pathways for conflict management and problem solving in support of fair and collaborative professional and academic experiences in a diverse and changing world.

OPERATING PRINCIPLES

CONFIDENTIAL
In order to create a safe place to discuss concerns, the Ombuds Office maintains strict privacy of all communications with those seeking its confidential services. Specifically, the Ombuds asserts protection of details disclosed and does not retain identifying records. Communications with the office are made with the understanding that they are off-the-record, and those using the confidential services of the office will not request that the Ombuds testify as a witness in any formal or legal proceeding. The exception to confidentiality is imminent risk of serious harm or with expressed permission.

IMPARTIAL
The Ombuds Office considers the interests, concerns, rights, and perspectives of all parties and works impartially to help people explore fair and equitable options toward resolution. The Ombuds does not side with or advocate for individuals nor determine who is right or wrong.

INFORMAL
The use of the Ombuds Office is always voluntary. The Ombuds Office’s services are separate from formal dispute resolution channels, and the Office does not participate in nor is it a required step in any formal process. By telling a person at the office about a dispute or concern, including alleged harassment or discrimination, the University has not been informed and will not take action because the Ombuds Office does not receive notice for UC Davis. The Ombuds may refer to the appropriate office(s) for administrative or formal grievance processes if relevant.

INDEPENDENT
The Ombuds Office exercises sole discretion over whether or not to act regarding an individual concern, a specific case, a problematic trend, concerns of multiple individuals over time, or an issue identified by direct observation. The Ombuds Office can choose to withdraw or end involvement in matters at any time. The Ombuds Office reports to the Office of the Chancellor and Provost only for administrative and budgetary purposes and is supported in operating independently.

The Ombuds Office adheres to the International Ombudsman Association’s Code of Ethics and Standards of Practice and also has a charter. It is a violation of University policy to retaliate against any UC Davis employee for utilizing or seeking to utilize the services of the Ombuds Office.

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