

## FOR INDIVIDUALS:

Ombuds offer a safe place that permits confidential communications.

Is a place for individuals to discuss options and process before they act.

Listen and help frame issues to navigate a broad spectrum of situations and issues.

Offer a confidential resource to discuss options for reporting misconduct or managing and resolving conflicts.

Conduct coaching, mediation, and dispute resolution.

## FOR ORGANIZATIONS:

Conduct training, education, coaching, and facilitation.

Supplement traditional HR, legal and compliance channels, and departments.

Build employee loyalty and a culture of engagement that can save costs and improve workplaces.

Build and strengthen productive and effective relationships between organizational departments, partners, and professionals.

Perform outreach to diverse constituencies and stakeholders about alternatives to FORMAL conflict resolution.

## CONTACT US

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[www.westernu.edu/pharmacy/about/](http://www.westernu.edu/pharmacy/about/)

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**Western  
University**  
OF HEALTH SCIENCES

**College of Pharmacy  
Office of the Ombuds**

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[https://ioa.memberclicks.net/assets/Ombuds\\_Tool\\_kit/2022\\_IOA\\_Ombuds\\_Toolkit\\_Ombuds\\_Overview.pdf](https://ioa.memberclicks.net/assets/Ombuds_Tool_kit/2022_IOA_Ombuds_Toolkit_Ombuds_Overview.pdf)



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*Empowering YOU  
and WesternU  
to reach our  
full potential.*

*independent  
impartial  
confidential  
informal*

## WHAT IS AN OMBUDS?

### INDEPENDENT.

An ombuds is not part of the management of an organization and does not represent the individuals they work with.

### IMPARTIAL.

An ombuds does not take sides and instead works to develop options to address or surface issues that support empowerment and a fair process -- for those seeking assistance and for the organization.

### CONFIDENTIAL.

An ombuds will protect your identity and the confidential information you share, unless the ombuds determines there is an imminent threat of serious harm.

### INFORMAL.

Visiting an ombuds doesn't trigger a formal investigation often typical of HR or legal processes. Speaking with an ombuds is always off-the-record. Ombuds do not retain permanent records of confidential communications.

## Ombuds help individuals who:

- Experience a conflict with a co-worker, peer, or supervisor.
- Have compliance, ethical, legal, or policy concerns about the workplace.
- Experience sexual harassment or workplace misconduct.
- Need a safe place to go for information and confidential guidance.



## What Ombuds do:

Ombuds empower individuals and organizations to overcome disputes, conflicts and barriers that stand in the way of reaching their full potential.

## What Ombuds don't do:

- ✗ Receive notice of claims against an organization.
- ✗ Conduct or participate in formal investigations.
- ✗ Make management decisions or policy.
- ✗ Advocate or take sides.
- ✗ Substitute for formal channels.
- ✗ Testify or produce documents in legal or other proceedings