

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Ombuds Service		SOP #: GA.017.00
Effective Date	11.16.22	
Last Revision/Review	11.16.22	

1. Purpose

The purpose of the Ombuds Service (OS) is to provide faculty, staff, and students with voluntary, informal, neutral, third -party assistance in resolving college-related informal complaints and/or concerns which will be held confidential to the extent permitted by law. The OS is to assist with resolving complaints or concerns prior to rising to the level of a grievance.

2. Related Policy/Authority

N/A

3. Faculty/Staff Responsibilities

Diversity Officer

4. Definitions/Abbreviations

N/A

5. Procedural Steps

The Office of Diversity and Inclusion, through the Chief Diversity Officer (CDO), provides the Ombuds Service (OS) as an informal means of problem resolution to college-related informal complaints or concerns. When the Ombuds Service is accessed, the CDO assumes the separate role of the Ombuds. Employees and students are highly encouraged to contact the OS for assistance with complaints or concerns for which they would like to seek a neutral, third party's assistance. The OS may provide information, direct the affected party to the appropriate resources, and if needed, provide an informal means of problem resolution.

Procedure

- (1) Any student, staff or faculty of Burrell College of Osteopathic Medicine can bring forward any college-related informal complaint or concern through the OS.
- (2) The Ombuds will meet with the concerned person, assess the situation, explain the available options, and may recommend an appropriate course of action.
- (3) The Ombuds shall attempt to handle all OS inquiries in an expeditious manner. The Ombuds will use best efforts to respond to any request within 1 business day.

Impartiality/Neutrality

- (1) The Ombuds shall be neutral, impartial, and objective in the performance of all duties.
- (2) The Ombuds has no personal interest or stake in and incurs no personal gain or loss from the outcome of an issue.

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(3) The Ombuds is an advocate for good and fair process, not an advocate on behalf of individuals or the institution.

Confidentiality

(1) The Ombuds shall not disclose and shall not be required to disclose any information provided in confidence or otherwise received in the course of performing her/his duties, except to address a serious risk of imminent harm or as required by law, judicial order, or other legal process.

(2) The Ombuds does not disclose, without permission or as required by law, communications received from any or all parties in the course of performing the Ombuds Service duties.

Informality

(1) The Ombuds Service functions on an informal basis by such means as listening, providing and receiving information, reframing issues, presenting available options, referral, shuttle diplomacy, and facilitating conversation.

(2) The Ombuds supplements, but does not replace, any steps required in formal internal or external procedures. Use of the Ombuds Service is not a required step in any formal grievance process or organizational policy, although it is a highly encouraged first step.

(3) When a formal complaint, grievance, or investigation is required, the Ombuds shall refer the matter(s) to the appropriate offices or persons.

6. Reports/Charts/Forms/Attachments/Cross References

Ombuds Service Decision Tree Flowchart (attached)

Grievance Policy: <https://burrell.edu/policy-b2040/>

Non- Discrimination Policy: <https://burrell.edu/policy-b1040/>

Title IX Policy: <https://burrell.edu/policy-b1043/>

Code of Professional Conduct Policy: <https://burrell.edu/policy-b5001/>

7. Maintenance

Signature on File

11.16.22

Chief Diversity Officer

Date

9. Distribution List

10. Revision History

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Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date
1	[e.g., 3.1]			

