



Office of the Ombudsperson

The Office of the Ombudsperson is a resource for any member of The University of Iowa community—including students, staff and faculty—with a problem or concern. We provide informal conflict resolution and work to promote fair treatment and fair process.

Four principles guide our work: confidentiality, neutrality, informality, and independence.

Confidentiality

We maintain strict confidentiality. The only exceptions to this are:

- If we learn that there is a risk of physical harm to anyone.
- If we are ordered by a court or required by law to disclose information.

This makes the Office of the Ombudsperson a safe place to talk about any concerns, including but not limited to sexual harassment or misconduct, discrimination, violation of policies, and unethical behavior.

Neutrality

We are impartial. We do not represent individuals on either side of a conflict, though we do advocate for fairness throughout the university.

Informality

Our services are informal. We try to help visitors resolve conflicts as early as possible and at the lowest possible level.

Independence

We are independent from other university departments.

We Can:

- Serve as a sounding board and provide an opportunity to discuss concerns openly.
- Provide relevant information, including University policies and procedures.
- Assist in developing possible solutions and implementing the chosen course of action.
- Help identify other available options and resources.

Services we offer include:

- Coaching on effective conflict management.
- Referral to other campus resources.
- Informal investigation.
- Shuttle diplomacy, or serving as a go-between to resolve problems.
- Facilitation of group discussions.
- Mediation.
- Workshops in conflict management.

