

# University of Iowa Office of the Ombudsperson

**Visitor:** Faculty, Staff (Merit, Merit Exempt/Confidential, P&S), Student (Undergraduate, Graduate, Professional), Postdoc, Resident, Fellow, Others (alumna/us, community member, former or prospective employee, parent, patient, vendor)

Tries to resolve a problem without success.

Encounters a new problem that is sensitive and/or is unsure where to start to resolve it.

Has a question or concern and wants information and options.

Contacts the Ombuds Office and schedules a time to meet or talk by phone.

**Contact the Ombuds Office:**  
319-335-3608  
[ombudsperson@uiowa.edu](mailto:ombudsperson@uiowa.edu)  
<https://ombudsperson.org.uiowa.edu/>

**The Ombuds Office follows these principles:**

- Confidentiality
- Neutrality
- Informality
- Independence

**With Ombuds:**

- Discusses the situation.
- Identifies needed information.
- Identifies useful resources.
- Develops options.
- Creates a plan.

Visitor carries out the plan.

With permission, the Ombuds gathers information and reports back to the visitor.

The Ombuds facilitates a meeting or mediation.

The Ombuds follows up to see if the situation is resolved or if any additional steps are needed.