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.

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

Contact the Ombuds Office:
319-335-3608
ombudsperson@uiowa.edu
https://ombudsperson.org.uiowa.edu/

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)