



OMBUDS SERVICES FOR LOYOLA MARYMOUNT UNIVERSITY EMPLOYEES

EMPLOYEE SHOULD VISIT THE OMBUDSPERSON TO:

- Discuss problems or complaints with an independent and confidential resource
- Determine what to do or whom to speak to within the LMU community
- Acquire additional information about LMU policies or how to interpret them
- Revisit a problem or complaint that has not been resolved

Consultation with the Ombudsperson is voluntary, and is not a required step in any grievance process or organizational policy. Employees may call or visit the Ombudsperson at any time. No referral is necessary, and visits are confidential.

CONTACT

THE VICE PRESIDENT FOR
INTERCULTURAL AFFAIRS
XAVIER HALL
310.338.7598



Loyola Marymount
University

The Vice President for Intercultural Affairs provides Ombuds Services for Loyola Marymount University (LMU) employees. While serving LMU in the capacity of Ombudsperson, the Vice President for Intercultural Affairs acts as an independent, impartial, neutral, confidential and informal resource for faculty, staff and administrators seeking to address on an informal basis University-related problems, disputes and complaints.

The goals for LMU's Ombuds Services are to help employees identify underlying causes of problems, facilitate fair and respectful interactions, establish problem-solving options and foster informal resolutions.

The Ombudsperson holds all communication with those seeking assistance in strict confidence and takes all reasonable steps to safeguard confidentiality, including the following: The Ombudsperson does not disclose confidential communications unless given permission to do so in the course of informal discussions with an employee; the Ombudsperson does not reveal the identity of any employee who contacts or visits the office, nor does the Ombudsperson reveal information provided in confidence that could lead to the identification of an employee, without the individual's express permission.

OMBUDSPERSON DOES:

- Provides a confidential place for employees to express concerns
- Listens impartially
- Identifies and reframes issues
- Reviews and explains policies and procedures
- Helps develop a range of responsible options to resolve problems and facilitates discussion to identify best options
- Discusses a range of responsible options, including formal and informal processes
- Points employees towards available services and resources
- With permission and at the Ombudsperson's discretion, engaging in informal third-party intervention (IOA, 2008).

THE OMBUDSPERSON DOES NOT:

- Breach confidentiality unless
 - Specifically requested by the initiating employee
 - There is imminent danger of harm to self or others
 - Suspicion of child abuse or abuse of vulnerable adults
- Act as an advocate or representative for a particular point of view or for any party
- Have any formal decision-making capability
- Determine "guilt" or "innocence"
- Provide psychological services
- Make decisions, create or change policy, nor mandate actions
- Testify in any formal process inside LMU and resists testifying in any formal process outside the University
- Keep records containing identifying information on behalf of LMU
- Provide legal advice or services such as:
 - Binding and non-binding arbitration
 - Adjudication or mediation
 - Remedies or sanctions
 - Formal investigations. If necessary, the Ombudsperson refers employees to Sara N. Trivedi, EEO Specialist in the Department of Human Resources, or other appropriate places in the University for formal investigation and/or documentation
- Provide conflict resolution services
- Record formal complaints on behalf of LMU
- Maintain formal records for LMU. Records are kept only for purposes of reporting trends in concerns and complaints