

OUR PRINCIPLES

We operate under the Code of Ethics and Standards of Practice of the International Ombudsman Association (IOA). For a copy of the IOA Code and Standards, please go to www.ombudsassociation.org/about-us/code-ethics.

Confidentiality

The Ombuds Office is confidential. We will not reveal a visitor’s identity or concerns to anyone without the visitor’s permission (and even then at the sole discretion of the Ombuds). The only exception is when we believe that disclosure is necessary to address an imminent risk of serious harm.

Independence

The Ombuds Office reports to the Office of the Chancellor for administrative and budgetary purposes only. We do not provide the Chancellor or anyone else with personally identifying information concerning any visitor to the Ombuds Office, unless requested by the visitor and agreed to by the Ombuds Office. The Ombuds Office has sole discretion over whether and how to deal with a case or systemic concerns.

Impartiality

The Ombuds Office helps to identify the rights, interests and perspectives of all parties, and does not take sides. The Ombuds Office is, however, an advocate for fair and equitable processes.

Informality

The Ombuds Office is an informal, off-the-record resource, and does not participate in any formal adjudicative or administrative proceedings, but will inform the visitor about the availability of formal procedures, if appropriate. Use of the Ombuds Office is voluntary and not a required step in any grievance or UC Davis policy.



For more information, please visit our website at ombuds.ucdavis.edu

VISIT US

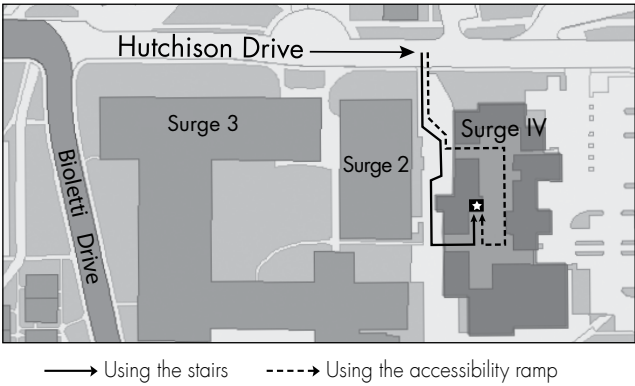
To safeguard confidentiality, we do not schedule appointments or provide ombuds services by email. For an appointment, please call (530) 219-6750. Office hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m., and at other times, as necessary. In order to assure the confidentiality of all visitors, we discourage drop-ins.

Davis Campus

Address: Surge IV, Suite 409, on the Davis Campus.

Directions: Walk down the roadway between Surge 2 and Surge IV from Hutchison Drive, and enter the Surge IV patio through the second entrance on your left. Walk past the first office on your left and immediately turn left down a pathway of concrete planters with bamboo, to the entrance to the Ombuds Office.

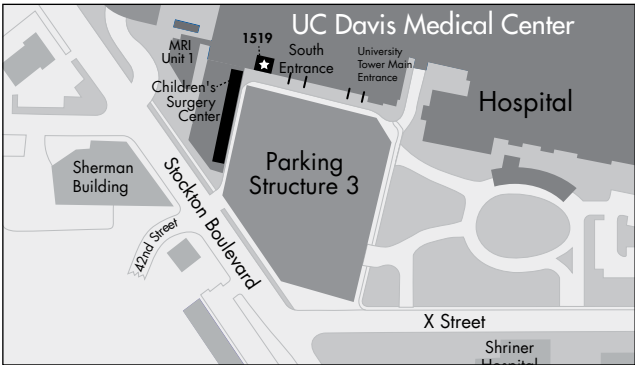
Accessibility Ramp: The accessibility ramp is available at the first entrance to the patio of Surge IV on your left as you travel down the roadway between Surge 2 and Surge IV from Hutchison Drive. As you enter the patio area, turn right and continue along the deck until you see a stand of bamboo in concrete planters on your right. Enter the bamboo pathway to the entrance of the Ombuds Office.



Sacramento Campus

Address: 2315 Stockton Blvd., Room 1519, in the UC Davis Medical Center.

Directions: The Ombuds Office is the first office east of the Children’s Surgery Center wing, in the hallway between MRI Unit 1 and the main entrance to University Tower. The entrance closest to the Ombuds Office is the “South Entrance” to the Medical Center, located west of the main entrance to University Tower and above the northwest corner of Parking Structure 3.



UC DAVIS OMBUDS OFFICE

A Safe Place to Talk



DAVIS

SACRAMENTO



ABOUT THE OMBUDS OFFICE

The UC Davis Office of the Ombuds is a place where all members of the UC Davis community are welcome to come and talk in confidence about any campus-related concern. We support collaborative dispute resolution that fosters civility and mutual respect.

Why Come to Us?

People come to our office for many reasons. Sometimes visitors just want to talk. Some are reluctant to use formal channels. Some just don't know where else to go with their issues. And some have tried other ways to get help but have not found what they need. If you are not sure whether the Ombuds Office can help, please contact us, no matter how big or small your issue.

When Should You Come to Us?

You can contact us as a first step, or as a last resort, or anywhere along the way. We can listen, help you sort out your situation and plan your next step — if you want to take a next step. We can assist you in seeking fair, equitable, and effective solutions to your problems through informal processes. We also provide referrals to sources of expertise or decision-making on particular problems or procedures. The Ombuds Office supplements, but does not replace, the University's formal channels for grievance, investigation and adjudication.



What Matters Do We Handle?

We help the UC Davis community solve problems that range from overcoming simple, practical difficulties to handling sensitive, complex issues. The following are a few of the topics you can discuss with us:

- Interpersonal difficulties
- Harassment or discrimination
- Untangling a complicated situation
- Violations of UC Davis policy
- Workplace disputes
- Bureaucratic runarounds
- Ethical dilemmas
- Cultural misunderstandings
- Conflicts of interest
- Appropriate ways to frame and discuss issues
- Incivility or rudeness
- Health and safety concerns
- Unprofessional conduct
- Ways to make or seek an apology
- Academic freedom issues
- Authorship disagreements
- Threats or retaliation

Ombuds offices deal with an enormous variety of issues, so if your issue does not fit into the examples listed above, don't let that stop you from coming to see us.



What We Do

It is important to understand that you always retain control over what you decide to do with the issues you bring to the Ombuds Office. Our role is to help you sort out what that may be. Our work is tailored to the particular visitor's situation and needs. So, among other things, we may:

- Listen, which may be all you want
- Discuss your concerns and clarify the issues
- Help identify a range of options for resolving a problem
- Offer information about UC Davis policies and procedures
- Gather relevant information from other resources
- Offer information about other campus resources
- Offer coaching to help you prepare for a difficult conversation
- Engage in shuttle diplomacy
- Conduct mediated discussions
- Work with groups to improve communication and/or group dynamics
- Provide conflict resolution training

Because the Ombuds Office is independent and confidential, please understand that telling us about your issues is off the record and does not put UC Davis on formal notice of your concerns.

We keep data on the types of concerns received by the Ombuds Office and convey information regarding issues and trends, and possible ways to respond to problematic issues, to those in the University who may have the power to effect change.

What We Do Not Do

- Serve as an advocate for any person
- Assist with matters that are the subject of formal proceedings
- Assist with collective bargaining issues
- Offer legal advice
- Offer psychological counseling
- Establish, change, or set aside policies
- Make decisions or findings of fact
- Take formal complaints or serve as an agent of notice for UC Davis