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- When they want to discuss a sensitive issue in confidence
- When they have a conflict with another party and need help in facilitating resolution
- When they have a situation requiring help in communicating/negotiating with faculty, staff, or students
- When they are unsure which policies, procedures, or regulations apply
- When they feel a policy, procedure, or regulation has been unfairly applied to them
- When they have a complaint about an office or service at the University
- When they don't know who to talk to, where to turn or what options are available

The Ombudsperson can help with issues such as:

- Advisor advisee relations, supervisor supervisee relations
- Fear of coming forward or of acting to stop unacceptable behaviour
- Abuse of power, unfair treatment
- Help in writing a letter of concern, or help in writing responses or appeals
- Problems with Instructors
- Appeals of withdrawals under extenuating circumstances appeals (WE)
- Issues related to non academic misconduct and issues related to Academic Integrity
- Grade appeals

The Ombudsperson cannot:

- Order or force any decision to be changed
- Circumvent existing policies or procedures to resolve issues
- Intervene in conflicts with individuals or groups outside the University
- Intervene in any matter covered by a collective agreement between an individual and the University

The Ombudsperson does not act as a lawyer or an advocate, but will work with students and members of the University to ensure that resolution occurs and grievances are heard and addressed.

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