

## OUR PRINCIPLES

### Confidential

The Ombuds Office is confidential. We will not identify you or discuss your particular concerns with anyone without your permission. The only exception occurs when we believe that disclosure is necessary to address an imminent risk of serious harm or disclosure is compelled by law.

### Impartial

As designated neutrals, we advocate for fair process, consider the rights and interests of all parties, and do not take sides. We have no decision-making authority and do not judge, discipline or reward anyone. We have no personal stake in the outcome of any situation.

### Independent

The Ombuds Office reports administratively to the Chancellor of the University of Hawai'i at Mānoa. The Ombuds Office does not, however, provide the Chancellor or any other individual in the UHM system with any personally identifying information concerning any person who uses the services of the Ombuds Office, unless requested by the person and agreed to by the Ombuds Office, in its sole discretion, or unless disclosure is compelled by law.

## We Want to Hear From You

We will arrange a confidential meeting at a time and place convenient for you. It is helpful if you make an appointment, but you may drop by our office without an appointment and an Ombuds Officer will see you as soon as possible.

We believe we can be most effective if we meet with you in person, but if you prefer, we will work with you over the telephone. We generally do not do our work through e-mail and discourage you from e-mailing any confidential information.

### We Are Located at:

University of Hawai'i at Mānoa  
Krauss Hall 22

Tel: (808) 956-3391

Fax: (808) 956-6366

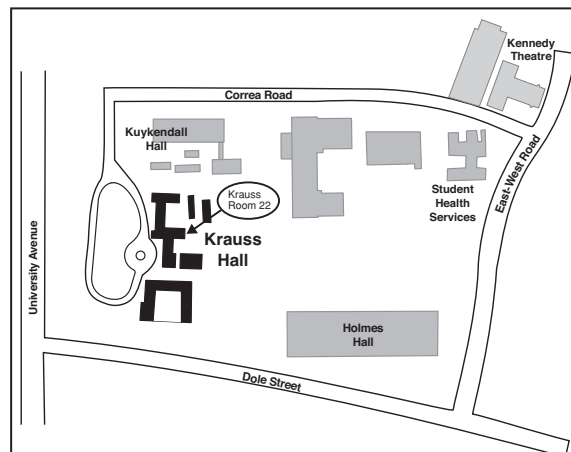
E-mail: [ombuds@hawaii.edu](mailto:ombuds@hawaii.edu)

### Office hours:

Monday–Friday, 8 a.m.–4:30 p.m. and by appointment at other times and other places, if necessary

### For more information:

[www.manoa.hawaii.edu/ombuds](http://www.manoa.hawaii.edu/ombuds)



# Ombuds Office

A Safe Place to Talk

Telephone: (808) 956-3391

[www.manoa.hawaii.edu/ombuds](http://www.manoa.hawaii.edu/ombuds)

## About the Ombuds Office

The University of Hawai'i at Mānoa (UHM) Office of the Ombuds is a place where all students, faculty, and staff are welcome to come and talk in confidence about any concern. We support collaborative conflict 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. 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 evaluate 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. The Ombuds Office supplements, but does not replace, the University's formal channels for grievance, investigation and adjudication. We also provide referrals to sources of expertise or decision making on particular problems or procedures.

## What Matters Do We Handle?

We help all members of the UHM community solve problems that range from overcoming simple, practical difficulties to handling sensitive, complex issues. We specialize in interpersonal conflicts, misunderstandings, and unusual situations, including perceived unfairness.

## A Few of the Topics You Can Discuss with Us

- Interpersonal difficulties
- Harassment or discrimination
- Untangling a complicated situation
- Violations of UHM policy
- Workplace disputes
- Bureaucratic runarounds
- Ethical dilemmas
- Cultural misunderstandings
- Conflicts of interest
- Disciplinary actions
- 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
- Protecting your reputation
- Threats or retaliation

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/standards.html](http://www.ombudsassociation.org/standards.html).

## What We Do

Our responses are tailored to the particular visitor's situation and needs, so as appropriate we may:

- Listen, which may be all you want
- Offer information about UHM policies and procedures
- Discuss your concerns and clarify all the issues
- Help identify a range of options for resolving a problem
- Gather information and offer referrals to other resources
- Offer coaching to help you prepare for a difficult conversation
- Facilitate communication, indirectly or through shuttle diplomacy
- Track perceived issues and trends
- Make recommendations for institutional improvements

We keep statistics of the types of concerns received in the office and periodically convey perceived issues and trends to senior administrators.

## What We Do Not Do

- Make decisions or findings of fact
- Establish, change, or set aside policies
- Offer legal advice
- Offer psychological counseling
- Participate in grievances or other formal processes
- Serve as an agent of notice for UHM
- Serve as an advocate for any person