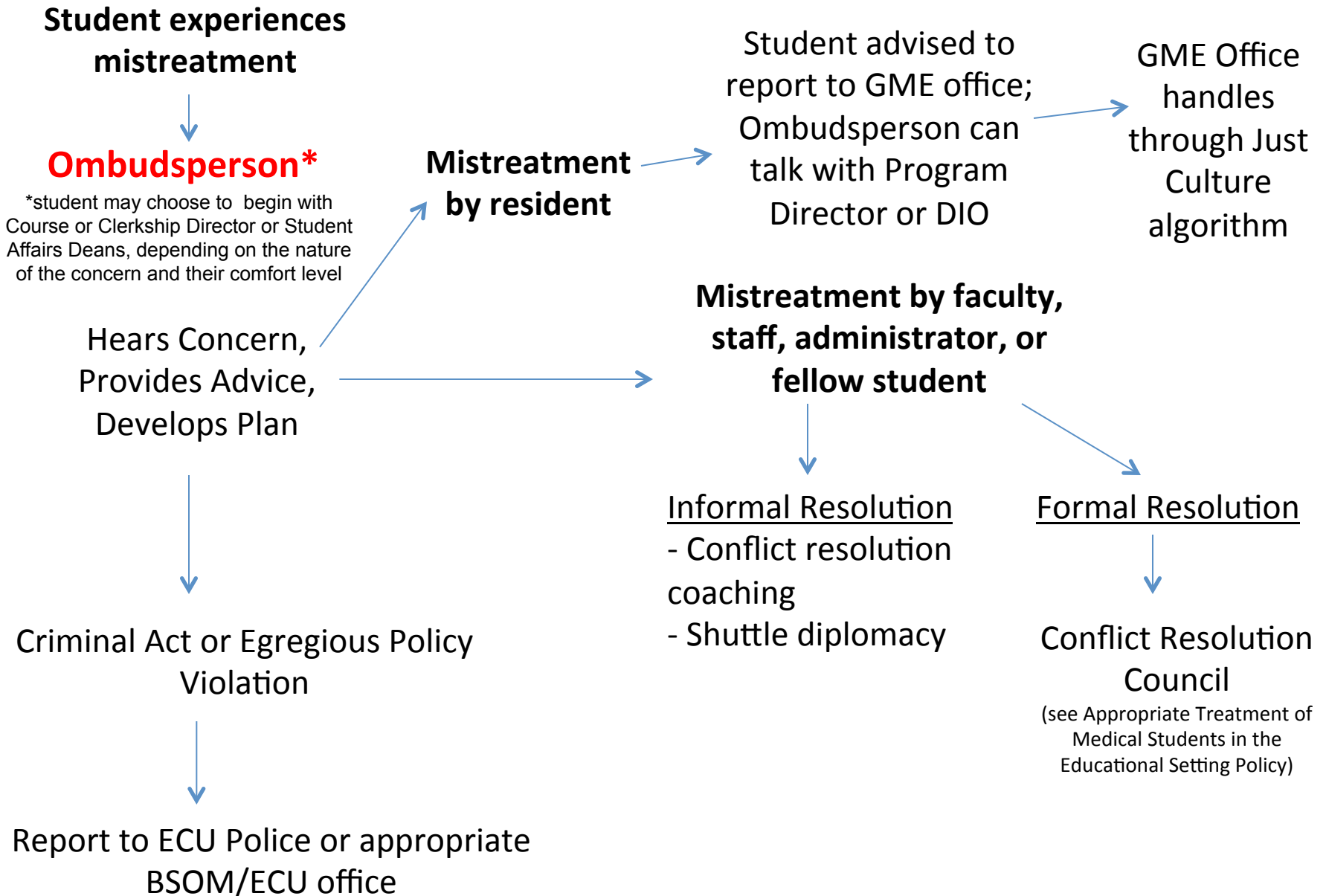


Response to Allegation of Mistreatment-Resolution Process



The role of the ombudsperson should be to listen, coach, and inform the students about the existing policies for resolution of a concern. The ombudsperson should indicate to the student, up front, that some issues cannot be held in confidence thus giving the student the option of directly reporting to university offices assigned responsible for that issue (e.g. criminal behavior). The ombudsman should report aggregate data that can serve to shape policy but not individual incident reports. The Ombudsperson serves as a confidential and impartial entry point in the process of effectively managing concerns of student mistreatment.