

What is an Ombudsperson?



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

School Ombudspersons

Roles of the Ombudsperson:

- Listen to graduate student/postdoc concerns.
- Explain university and school policies.
- Explain the grade appeal process.
- Act as a neutral resource
- Facilitate communication
- Refer individuals to others as appropriate.
- Keep information confidential except as required by law or university policy

The Ombudsperson does not:

- Change grades.
- Change policies.
- Take sides; goal is mutual understanding between differing points of view.
- Identify individuals without permission, except as required by law or university policy, which includes Title IX issues.
- Take part in formal grievance processes.





There are two websites you need to be familiar with.

Need to know both.

- [University-wide Guidelines, Policies, & Resources](#)
- University of Pittsburgh (Found on Provost Policies & Guidelines) [Academic Integrity Guidelines](#)

Some Parting Thoughts

- It's Ok to ask questions
- Give yourself some grace.
- Know where the policies are. Refer to them.
- Educate Yourself.
- Remember the Ombuds as a confidential resource.

