

WHAT HAPPENS WHEN I CONTACT THE OMBUDS OFFICE?

YOU CONTACT THE OFFICE

Visitors reach out by:

- Email
- Booking an appointment
- Dropping in to the Office



INTAKE

Intake is your first meeting or contact with the Ombuds Office. The intention is to understand your concerns, determine if they fall within the scope of the Office, and determine next steps.

We discuss your concerns and what steps you have taken

We confirm your concern is related to student life at the UWaterloo

We discuss what the next steps or options you have to address your concerns

Your case will progress in one of three ways

1 REFERRAL

When a pathway for resolution exists, a referral is made to the appropriate office.

If your concern falls outside the scope of the Office, you may be referred an internal or external source for assistance.

2 EARLY RESOLUTION

A review of your case may present a clear path to resolution and the Ombuds Office can provide you with guidance through the process.

The majority of cases can be resolved through early resolution.

3 INVESTIGATION

In cases where there are systemic concerns or the case is too complex for early resolution, the Ombudsperson may decide to launch an investigation.

Investigations take time and result in a formal report.

Frequently asked questions

Q Can the Ombudsperson force a decision maker to change a decision or outcome?

A No. The role of the Ombudsperson is to advocate for fairness in decision making, policy and procedure. If it is determined a decision was made unfairly, it may be recommended the original decision maker reconsider and follow the appropriate procedure, but that does not ensure a different outcome.

Q Is there a specific time I should reach out to the Ombuds Office?

A There is no right or wrong time to connect with the Ombuds Office. In many cases, it's better to engage the office earlier to ensure you have the most options available to you.