



## Our Mission

The Ombuds Office assists faculty and staff at all levels with navigating complex relationships, policies and work environments – while working to promote civility, fairness and justice for the greater Winthrop community.

## Benefits of Working with the Ombuds Office

- The processes are flexible.
- Individual raising the concern or complaint has greater control over the timing or pace of resolving the concern.
- Individuals involved in the dispute or conflict have greater control over the outcome; creative solutions can be developed and implemented.
- Relationships can be improved.
- Parties can be empowered in the process as they resolve the concern or complaint.

### To Schedule an Appointment:

*[www.winthrop.edu/ombuds](http://www.winthrop.edu/ombuds)*  
803/323-2211, ext. 6076  
[ombuds@winthrop.edu](mailto:ombuds@winthrop.edu)

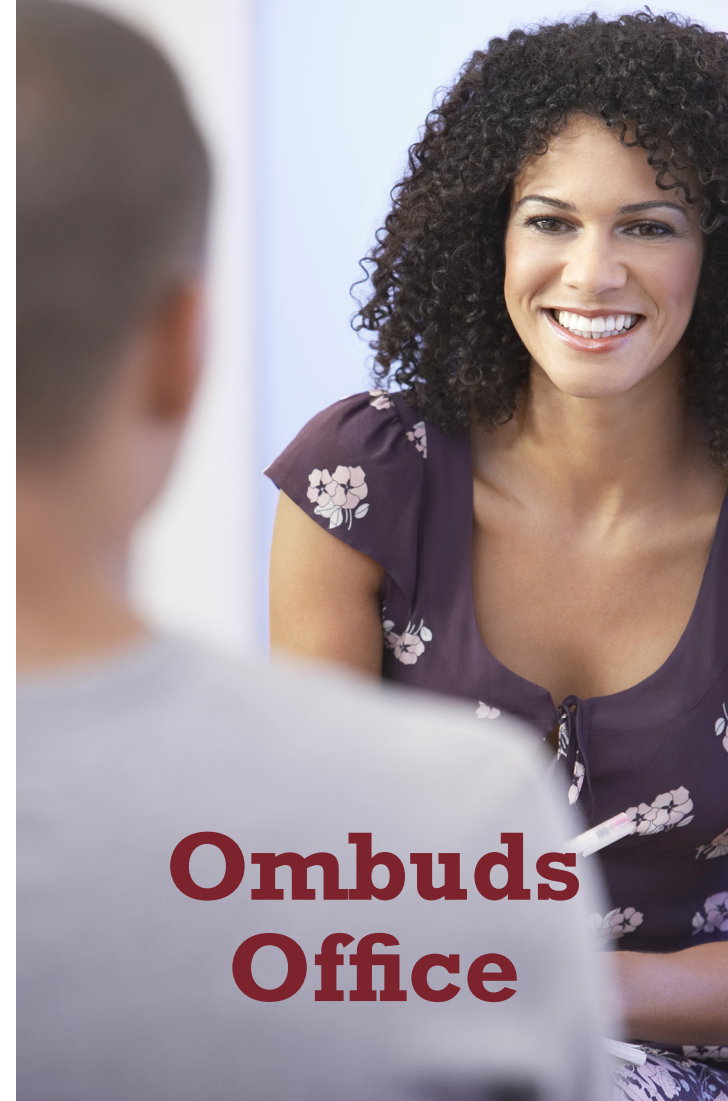


## Ombuds Office

Rock Hill, South Carolina 29733



## Ombuds Office



## What Ombuds Do

- Actively listen to your questions and concerns off the record.
- Explore ways to engage with and evaluate a range of options for constructive problem resolution.
- Offer issue, conflict, and negotiation coaching.
- Help identify other university resources to address an issue/situation.
- Provide information about internal university processes.
- Share systemic concerns to Winthrop in a confidential manner.

*The modern ombuds office  
can empower people and  
institutions to reach their full  
potential.*

## What Ombuds Don't Do

- Receive notice of claims against Winthrop.
- Conduct investigations.
- Make management decisions or policy.
- Advocate or take sides.
- Substitute for formal channels.
- Testify or produce documents in legal or other proceedings.



### Exploring Options

We help you identify options available to address the issues you are facing.

#### Options might include:

**Taking no further action.**

**Obtaining additional information or clarification from another resource.**

**Initiating a conversation with the other person or people involved.**

**Inviting others to participate in a facilitated conversation.**

## Ethical Standards for the Ombuds Office

### Independent

An ombuds functions independently of formal channels and other services, and provides options and guidance.

### Impartial

An ombuds does not take sides and instead works to develop options to address or surface issues that support empowerment and fair process -- for those seeking assistance and for the organization.

### Confidential

An ombuds will protect your identity and the confidential information you share, unless the ombuds determines there is an imminent threat of serious harm.

### Informal

Visiting an ombuds doesn't trigger a formal investigation often typical of HR or legal processes. Speaking with an ombuds is always off-the-record. Ombuds do not retain permanent records of confidential communications.