



Ombudsperson Policy (Pilot 2023-2024)

Category: Operational

Date last Revised: TBD

I. Overview and Context

The Association values building connections amongst members, and this occasionally requires the repair of relationships amongst members.

With the elimination of the Association's Ethics Bylaws and Ethics Procedures, and with the creation of the Community Agreements, the Standards of Professional Behaviour, and the Code of Conduct Policy, the Association must have an independent member who may be referred to for support when needed.

The creation of the Ombudsperson role is intended to provide a safe space and a resource for members where they can trust that the values of justice, fairness, equity, respect, empathy, honesty, rigour and transparency shall guide the consideration of their concerns.

II. Eligibility and Appointment Process

The Ombudsperson shall be independent of the Association's committees, the Executive Board, and Association Staff. While serving in this role, the Ombudsperson shall not hold any other position within the Association or as the Association's representative.

The Ombudsperson shall be appointed, in accordance with the Association's appointments policy, by the Executive Board to serve for a term of 1 year, initially. Candidates for appointment must be recognized for good judgement, objectivity and integrity, interpersonal communication skills and political sensitivity, with a comprehensive understanding of the Association's bylaws, organisation and procedures.

III. Roles and Responsibilities

The Ombudsperson shall be responsible for

- i. assisting Members in the resolution of misunderstandings, disputes, and conflicts, which may arise from time to time between a Member and an individual or individuals serving on an Association Committee;
- ii. providing such information to Members as may be deemed timely regarding any and all redress which may be available within the Association, the University, and/or the community at large; and
- iii. being the initial contact point in the Conduct Complaints Policy.

IV. Related Policies

- Standards of Professional Behaviour
- Community Agreements
- Conduct Complaints Policy
- Operational Complaints Policy

V. Related Committee

- Complaints and Appeals Board (to which the Ombudsperson may refer a member)