NEED TO TALK TO SOMEONE?

GIVE US A CALL!

The UW Ombuds Office helps people express concerns, understand policy, manage conflicts, and learn more productive ways of communicating. The office serves as an independent, confidential, neutral and informal resource to the UWG community (faculty, staff and students). It provides a place where every voice can be heard without fear of retaliation or loss of privacy. The Ombuds Office seeks to promote fair and equitable treatment of all visitors.

Dr. Julia Farmer
Director of Ombuds Services
Strozier Hall, 218
678-839-4165
ombuds@westga.edu

Appointments are recommended. Use of email for confidential information is discouraged.

UWG OmbudsOffice
WHAT IS AN OMBUDS?
The term, of Swedish origin, refers to a person who has been designated to assist in dispute resolution and to promote conflict management and cooperation throughout the campus community. At UWG, professional staff in the University Ombuds Office report to the President of the university. They are trained in accordance with the standards of the International Ombudsman Association.

WHAT DOES THE OMBUDS OFFICE DO?
• Operates informally, independent of the formal organizational structure of the university.
• Works to resolve concerns, complaints and questions from faculty, staff and students about university policies, procedures and practices.
• Promotes fairness, equitable treatment and respect throughout the university community.
• Makes recommendations for institutional change.
• Provides feedback with regard to trends or issues.
• Designs and conducts training programs in conflict resolution.

WHAT DOES AN OMBUDS NOT DO?
• Violate a confidence except when there is an imminent threat of physical harm or when required to by court order or law.
• Serve as an advocate or adjudicator or make decisions about university policy.
• Compel anyone to accept a recommendation.
• Subvert administrative procedures.
• Be involved in a formal investigation, hearing, or compliance function.
• Take sides.
• Offer legal advice or serve as an office of notice. Individuals wishing to put the university on notice will be advised of the proper procedure.
• Keep records other than non-identifying statistical data. Informal notes are destroyed promptly.