



Ombuds Office

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Denver, Colorado 80262

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P.O. Box 6508, Mail Stop F419
Aurora, Colorado 80045

CU Denver Building, 1250 14th Street
P.O. Box 173364, Campus Box 191
Denver, Colorado 80217-3364

TO: Melissa Connell, Ombuds Office Director
FROM: Jay A. Gershen, DDS, PhD
Executive Vice Chancellor
DATE : May 3, 2006
RE: Authorization of Ombuds Services

In recognizing the necessity for in-house dispute resolution, I authorize the Ombuds Office to: 1) promise and maintain confidentiality and to provide neutral, informal, and independent conflict management and dispute resolution services for all members of the UCDHSC community ; 2) follow the Standards of Practice and Ethical Principles of the International Ombudsman Association (attached) while adhering to the University's conditions of the delegated personnel and contracting authority as well as the state personnel system; and 3) obtain legal advice from the Office of University Counsel on questions about how to best protect the Ombuds Office's confidentiality and for general legal advice.

In carrying out its mission the Ombuds Office it is my expectation that the Ombuds Office will be available to work on matters that involve members of the University and arise out of and impact the University community. Therefore, the Ombuds Office will provide the following functions:

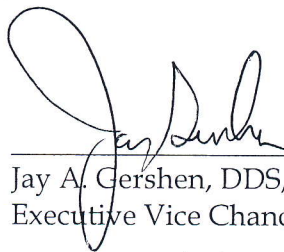
- consult with members of the UCDHSC community who voluntarily seek information and/or informal assistance in the management or resolution of University-related conflicts, disputes, or complaints; At the discretion of the Ombuds Office, pertinent groups associated with the UCDHSC community (i.e. parents, former students, etc.) may also be assisted;
- inform visitors about informal, formal, and/or administrative options for managing and resolving conflicts, complaints, and disputes;
- provide information about relevant policies and procedures;
- provide mediation and/or facilitation services for members of the campus community or information about how to obtain these services elsewhere;
- make appropriate referrals to other offices, services, departments, or procedures;
- provide conflict management and related workshops and training for departments and members of the campus community when, in your professional judgment, such requests are appropriate for an ombudsperson;
- explain the impartial, confidential, informal, and independent function of the Ombuds Office to all visitors seeking assistance both orally and in writing; and

- identify and share with administrators (including the Provost and the Chancellor) patterns of issues, concerns, or complaints and any recommendations you may have for addressing them.

In carrying out its mission the Ombuds Office is not authorized to:

- make, change, or set aside a law, policy, or administrative decision;
- make binding decisions or determine rights;
- share confidential information with the administration or with members of the Office of University Counsel unless, in your professional judgment, there is an imminent risk of serious harm or you have permission to do so;
- compel anyone to implement your recommendations;
- conduct investigations that substitute for administrative or judicial proceedings;
- give legal advice;
- receive official notice for the University about issues (other than complaints about the behavior of Ombuds Office staff);
- make administrative decisions for University of Colorado administrators (other than those affecting the operation of the Ombuds Office);
- determine "guilt" or "innocence" of anyone accused of wrong-doing;
- sanction individuals outside the Ombuds Office;
- provide testimony in formal grievance or disciplinary procedures or litigation except to explain the role of the office and provide publicly available information (unless ordered to do so by a judge);
- maintain formal written case records identifying users of the office;
- assist individuals with an issue that is currently pending in a formal forum (e.g., grievance) unless all parties and the presiding officer in that action explicitly consent to suspend the formal process;
- assist individuals with no affiliation with the campus community; or
- take on additional administrative (non-ombuds) responsibilities within the institution (e.g., investigations)
- waive the Ombuds Privilege.

Please contact me if you have any questions about this authorization.



Jay A. Gershen, DDS, PhD
Executive Vice Chancellor

5/3/06

Date