The Ombuds Office

An independent, safe and confidential place to voice your concerns
WHAT IS THE OMBUDS OFFICE?

WE PROVIDE:

- Resources and options for conflict resolution/management
- A safe place to vent your concerns and problems
- Conflict management & team building training
CONFIDENTIAL

- We do not disclose names or case information to anyone without permission
  - (Imminent threat of serious harm is our only exception)
- No conversations are taped or recorded, no files or notes maintained
- Legal, financial, & compliance issues remain in the office and are not reported out.
Features of the Ombuds Office:

**NEUTRAL**

- The Ombuds is impartial
- Mediating parties make their own decisions; the Ombudsperson remains impartial
Features of the Ombuds Office:

**INFORMAL**

- Our office operates outside of the formal review, appeal, or grievance process
  - *We can find out what a formal process looks like on behalf of a visitor, if requested*

- Our office does not maintain records for the University

- We do not accept notice of any kind on behalf of the University
Features of the Ombuds Office:

INDEPENDENT

- The Ombuds Office is a separate office and department
- Only general statistics are given to the Provost’s office once a year
The Ombudsperson can help by:

- listening
- coaching
- facilitating
- mediating
WE CAN HELP WITH:

- Working conditions
- Sexual harassment
- Interpersonal conflict
- Disciplinary actions
- Discrimination issues
- Conflict resolution/management training
- Options for reporting issues
The Ombuds Office can help by...

- Coaching visitors on their options without disclosing names or identifying factors
- Assisting a visitor set up a ‘crucial conversation’ with alleged ‘violator’
- Anonymously inquiring about policies and penalties, including who is obligated to report
- Anonymously inquiring about whistleblower protection and processes
What you do may depend on:

- Your goal(s)
- How much power you have
- How much risk you are willing to take
- How insulated/protected you can be
- Your relationship with alleged offender
- Your emotions and feelings about reporting
- Legal obligations
- Your risk in *not* reporting
The Ombuds Office is not an Office of Notice for the University

Explorations of possible places to report:
• Immediate Supervisor
• Department of Internal Audit: Telephone (303.837.2200)
  E-mail: Kevin.Sisemore@cu.edu
• Office of University Counsel
• Human Resources Department
• CU EthicsLine: Telephone (1.800.677.5590)
• Ethicspoint: Web-reporting (www.Ethicspoint.com)
• Colorado Fraud Hotline: 303.866.3300

Exploration of Protections Available:
• State Personnel Board: Telephone (303.866.3300)
• Office of the State Controller: Telephone (303.866.6200)
• Colorado Revised Statutes Title 24, Article 50.5: Protection against disciplinary action or any retaliation for good faith reporting of fraud, waste and abuse ("whistle-blower" protection)
We are here to help!!

- Phone & email:
  Anschutz - 303.724.2950
  - melissa.connell@ucdenver.edu
  - lisa.neale@ucdenver.edu

  Downtown Campus - 303.315.0046
  - katherine.greenwood@ucdenver.edu
  - peter.bryant@ucdenver.edu

- Located on both campuses:
  • Anschutz Medical Campus – Building 500, Room 7005C
  • Downtown - CU Denver Building, Suite 107P