

OFFICE OF THE OMBUDSMAN

The Office of the Ombudsman is a resource to help all GMU students navigate the University. The Ombudsman can listen to university-related concerns raised by undergraduate and graduate students in confidence and off-the-record, and help them identify appropriate resources to address their concerns and understand their options in any University-related situation. The Ombudsman operates independently of all formal processes at the university. The Ombudsman has no authority to make exceptions or to grant requests, but can help expedite informal resolution to students' concerns. When appropriate, the Ombudsman may recommend changes in processes and policies at the university. Meetings with the Ombudsman are confidential, except when there is imminent risk of serious physical harm to anyone. The Office of the Ombudsman does not serve as an office of notice or record for the University. If a student wishes to put the University on notice about anything, the Ombudsman can help identify the appropriate channel. The Office of the Ombudsman offers a safe place to discuss and explore options, so students can better understand the University and make informed decisions about their concerns. The Office of the Ombudsman does not replace or substitute any formal processes made available by the University.