



University of North Alabama

Employee Policy Manual and Handbook

Ombudsman

The Ombudsman provides an internal avenue for grievances and complaints. The responsibilities of the Ombudsman include resolving faculty, staff, and student complaints through involvement of all concerned parties; informing all parties of their rights that are established by law; seeking to resolve problems internally; keeping all information confidential; establishing a relationship of trust with and among all constituencies; providing mediation as an alternative to litigation whenever possible and as necessary and proper, serving as an advocate for resolving the grievances of individuals who have been treated unfairly or improperly. The Ombudsman's office is located in Room 230 of the Guillot University Center.