



FOR APPROVAL

IN CAMERA SESSION

TO: Governing Council

SPONSOR: Mr. Jeff Collins, Chair of the Committee to Review the Office of the
CONTACT INFO: University Ombudsperson (2015)

PRESENTER: See above.
CONTACT INFO:

DATE: April 21 for May 20, 2015

AGENDA ITEM: 11

ITEM IDENTIFICATION:

Report of the Committee to Review the Office of the University Ombudsperson (2015)

JURISDICTIONAL INFORMATION:

The *Terms of Reference for the Office of the Ombudsperson* (2010) state that “The Office of the Ombudsperson shall be reviewed on a regular basis. At least eight months before the end of the term of the Ombudsperson, the Executive Committee of the Governing Council will commission a review, state its terms of reference and appoint its membership. The report of the review will be presented to the Governing Council through the Executive Committee, and the recommendations will be considered for approval by the Governing Council, upon their endorsement by the Executive Committee.”

GOVERNANCE PATH:

1. Executive Committee [for endorsement and forwarding] (May 11, 2015)
2. **Governing Council [for approval] (May 20, 2015)**

PREVIOUS ACTION TAKEN:

At its October 22, 2014 meeting, the Executive Committee of the Governing Council established a committee of members of the Governing Council to review the Office of the University Ombudsperson, tasked with the following mandate:

*Governing Council -
Report of the Committee to Review the Office of the University Ombudsperson (2015)*

(a) to review the status and progress of the Office of the Ombudsperson in the light of the recommendations of the Report of the Committee to Review the Office of the University Ombudsperson, 2012-2013, approved by the Governing Council on April 9, 2013, in particular: the effectiveness of the operations of the Office of the University Ombudsperson; the awareness of the Office by members of the University community across the three campuses; and, the communication of its services;

(b) to make recommendations concerning the appointment of an Ombudsperson.

HIGHLIGHTS:

The Review Committee found that the Office was a responsive and effective resource for the impartial resolution of complaints and an invaluable source of highly credible advice on the improvement of the University's policies, processes, and outcomes. The Committee wished to affirm the progress that had been made on recommendations arising from the report of the previous review committee, and to encourage the continuation and ongoing enhancement of those efforts.

The eight recommendations put forward by the Review Committee, contained on page 16 of the Review Committee's Report, are intended to:

- Affirm the independence and impartiality of the Office;
- Urge continued collaboration with the University's strategic communications professionals to communicate the existence, mandate, and services of the University Ombudsperson to the university community;
- Suggest annual meetings of the University Ombudsperson with the Executive Committee as well as annual presentations to the Campus Councils;
- Encourage inclusion of the Office in tri-campus events, including training and orientation events, in order to help raise its profile and promote awareness of its mandate and services;
- Endorse the inclusion of referral-providing officers and administrators into the Office's annual outreach and communications efforts; and
- Recognize and affirm the existing best practice of deferring to localized dispute-resolution mechanisms, as deemed appropriate, when assessing whether to intervene in a case or to refer a complainant to the appropriate administrative authority for follow-up.

*Governing Council -
Report of the Committee to Review the Office of the University Ombudsperson (2015)*

FINANCIAL IMPLICATIONS:

Not applicable.

RECOMMENDATION:

Be It Resolved

THAT the *Report of the Committee to Review the Office of the University Ombudsperson (2015)* be approved in principle.

DOCUMENTATION PROVIDED:

Report of the Committee to Review to Office of the University Ombudsperson (2015)