



TO: Members of the Executive Committee

SPONSOR: John F. (Jack) Petch, Chair of the Governing Council

DATE: September 30, 2009 for October 7, 2009

AGENDA ITEM: 11

ITEM IDENTIFICATION:

Review of the Office of the University Ombudsperson, 2009

JURISDICTIONAL INFORMATION:

The *Terms of Reference for the Office of the Ombudsperson* (2006) 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.”

PREVIOUS ACTION TAKEN:

The Governing Council, at its meeting of June 25, 2007, appointed Professor Emeritus Joan E. Foley, as Ombudsperson for a three-year term continuing to June 30, 2010, and also resolved

- (b) THAT there be a review of the Office of the University Ombudsperson in the third year of Professor Foley’s term, to be conducted in a manner to be determined by the Executive Committee of the Governing Council, leading to the possibility of reappointment, subject to the mutual agreement of Professor Foley and the Governing Council; and
- (c) THAT Professor Foley remain in office until her replacement is appointed by the Governing Council and takes office.

HIGHLIGHTS:

It is proposed that a Committee of members of the Governing Council be established to review the Office of the University Ombudsperson, with the following terms of reference:

- (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, 2006, approved by the Governing Council on

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December 14, 2006, in particular: re-structuring of responsibilities to enable the Ombudsperson to focus on complex cases and systemic matters, complemented by the case officer's focus on more general matters; the awareness of the Office by members of the University community across the three campuses; and access to and utilization of information by members of the University on how to pursue remedies to concerns before involvement of the Office;

- (b) to review the effectiveness of the operations of the Office of the Ombudsperson from July 1, 2007; and
- (c) to make recommendations concerning the appointment of an Ombudsperson.

In conducting its review, it is expected that the Committee will invite advice from appropriate University groups and from members of the University community.

It is proposed that the review committee:

- be chaired by the Vice-Chair of the Governing Council;
- consist of members of the Governing Council including administrative staff, alumna/ae, student, and teaching staff members of Council; and
- include as a non-voting advisor a senior member of the University's administration nominated by the President.

FINANCIAL AND/OR PLANNING IMPLICATIONS: n/a

RECOMMENDATIONS:

- (1) THAT a Committee be established to review the Office of the University Ombudsperson, to submit its report to the Jan 11, 2010 meeting of the Executive Committee and, subject to the endorsement of the Executive Committee, to the January 21, 2010 meeting of the Governing Council;
- (2) THAT the Committee to Review the Office of the University Ombudsperson be charged:
 - (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, 2006, approved by the Governing Council on December 14, 2006, in particular: re-structuring of responsibilities to enable the Ombudsperson to focus on complex cases and systemic matters, complemented by the case officer's focus on more general matters; the awareness of the Office by members of the University community across the three campuses; and access to and utilization of information by members of the University on how to pursue remedies to concerns before involvement of the Office;

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- (b) to review the effectiveness of the operations of the Office of the University Ombudsperson from July 1, 2007; and
 - (c) to make recommendations concerning the appointment of an Ombudsperson.
- (3) THAT the membership of the Committee to review the Office of the University Ombudsman be:

Dr. Alice Dong (Lieutenant-Governor-in-Council appointee, Chair)
Professor William Gough (Teaching staff governor)
Mr. P.C. Choo (Administrative staff governor)
Mr. Olivier Sorin (Student governor)
Ms Elizabeth Vosburgh (Alumni governor)
Professor Angela Hildyard (Administrative Advisor)
Mr. Neil Dobbs (Secretary)