Top Tips for Students

- Know the channels, your rights and responsibilities
- Seek clarification and act early to clear up misunderstandings
- Stay forward thinking and show a positive outlook
- Present a balanced and reasonable approach—acknowledge others’ point of view
- Be respectful—check your tone
- Stay open-minded, conciliatory and curious
- Take time to self-reflect and recognize your accountability
- Keep your eye on the prize and take steps to reach your goal

Office of the Ombudsperson for Students
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What was the decision?
How was it decided?
How was I treated?

Fairness.

Have a problem and don’t know where to start?
Ombuds Services

We can:

- **Identify and explain** relevant UBC policies and procedures
- **Explore options** on how best to proceed and make effective referrals
- **Provide guidance** to help plan strategies
- **Clarify goals** and promote problem-solving
- **Empower students** to deal directly and effectively with their concerns
- **Facilitate** discussions and use informal channels to seek resolution
- **Give sound, practical advice**
- **Listen** and provide an objective perspective

We can assist with:

- Academic Issues
- Housing and other Services
- Appeals and Reviews
- Interpersonal Concerns
- Communication Strategies
- Policies and Procedures
- Misconduct Issues

The Ombuds Office advances systemic improvements and is an advocate for fairness.


The Office of the Ombudsperson is an informal and alternative approach to conflict resolution

An Ombudsperson cannot:

- Decide who is right or wrong
- Take sides
- Receive complaints unrelated to the university
- Provide legal advice or counselling services
- Advocate for an individual case
- Compel actions or overturn decisions

Cultivating Fairness in our Community

Ombuds Services

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