

## 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

181 CK Choi Building  
1855 West Mall  
University of British Columbia  
Vancouver, BC V6T 1Z2

PHONE 604.822.6149

EMAIL [ombuds.office@ubc.ca](mailto:ombuds.office@ubc.ca)

WEB [www.ombudsoffice.ubc.ca](http://www.ombudsoffice.ubc.ca)



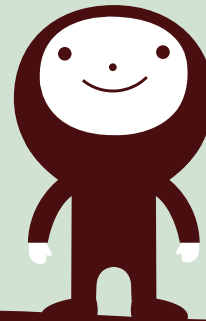
Have a  
problem and  
don't know  
where to start?

*What was  
the decision?*

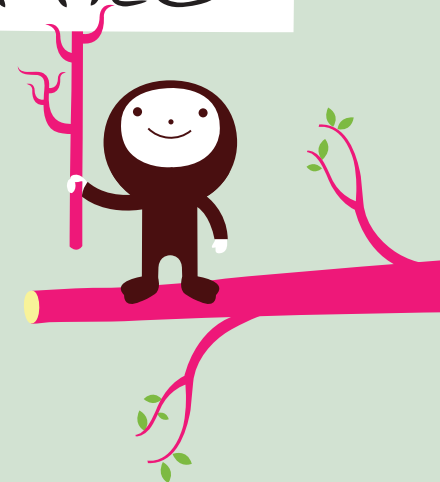
*How was  
it decided?*

*How was  
I treated?*

Fairness.



visit the  
UBC  
ombuds  
office



a place of mind  
THE UNIVERSITY OF BRITISH COLUMBIA

Office of the  
Ombudsperson for Students

## Ombuds Services

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### 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

Independent.

## Cultivating Fairness in our Community

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### 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.

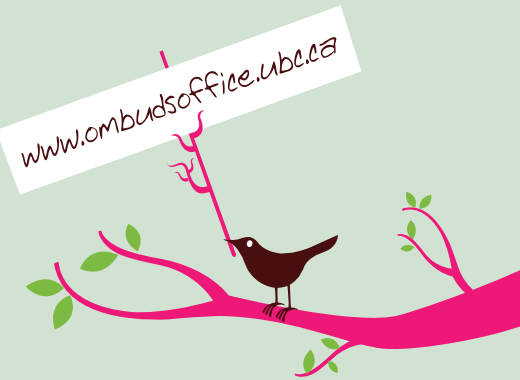
Confidential.

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

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### 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



Impartial.