



1. The Office of the Ombudsperson shall be overseen by the **Ombudsperson** of the MASU, who shall:
 - a. Serve a term of office from the first day of May to the thirtieth day of the following April;
 - b. Provide impartial and confidential consultation to all individuals who are aggrieved or concerned about an issue concerning any aspect concerning any aspect of the MASU when other avenues to address the concern are exhausted, unavailable, or for good reason unacceptable;
 - c. Act as a liaison between individuals or groups in disputes in which Council or the MASU is involved, serving as a communicator, informal facilitator, or impartial mediator, as appropriate;
 - d. Strive to make available to the Mount Allison community all information relating to the role and services of the Judicial Offices of the MASU, outlined in this Operating Procedure;
 - e. Using the most expeditious means possible, refer inquiries to appropriate bodies, offices, and resources;
 - f. Ensure that accurate records pertaining to the work of the Ombudsperson and MASU University Advocate are kept securely within the MASU Office, including Letters of Appeal and records of informal mediation. The Ombudsperson shall also receive and keep as record all documents of the MASUAO;
 - g. Submit a final report to Council.