



1. The Office of the **MASU University Ombudsperson** is an independent, impartial Office of the MASU, and shall be overseen by the MASU University Ombudsperson (MASU UO). The MASU UO shall act as a resource for members of the Mount Allison community by assisting with the resolution of complaints by means of informal processes. The MASU UO shall:
  - a. Serve a term of office from the first day of May to the thirtieth day of the following April;
  - b. Communicate with disputants and the appropriate parties of any conciliatory process as to the role of the MASU UO for the purpose of establishing a mutual understanding of the responsibilities and limitations;
    - i. This shall involve the communication of the MASU UO's terms of reference, outlined herein, as well as the communication of the organizational structure, policies, procedures, and available resources pertaining to the University;
  - c. Take efforts to understand and respond to the needs of all parties involved in a dispute;
    - i. This shall involve active listening and asking strategic questions that move the dispute towards resolution, such as those related to interpretations of fair outcomes, perceived misconducts, and how the parties' wish to engage with the MASU UO or or formal processes;
  - d. Serve as a designated neutral party, an advocate for fairness, and a referent and resource for individuals seeking guidance with regards to University resources, policies, procedures, practices, and rules;
  - e. Empower disputants with resources to help inform how their grievances are resolved through additional informal, formal or official channels. This shall involve:
    - i. Making disputants aware of all official and unofficial channels by which the conflict in question may be resolved, clarifying the interests and desires of the disputant, and ensuring that the disputant is aware that it is their responsibility to make decisions;
    - ii. The provision of information to individuals willing to make use of any such formal or official channels, including information on applicable policies, procedures, practices, and rules of the University in pursuing their objectives;
    - iii. Making appropriate referrals of disputants to other areas of the University or the MASU, including, where appropriate, to staff and Executive Officers of the MASU;
    - iv. Clarifying to disputants what additional steps are available beyond the Office of the MASU UO, including how the disputant is responsible for taking such actions;



- f. Advise and, when appropriate, assist individuals on the preparation of appeals, petitions, or replies to applications before governing committees and boards of the University;
- g. Act as a liaison between current students or groups in disputes related to University Student Governance Proceedings, serving as a communicator, informal facilitator, or impartial mediator, as appropriate;
- h. Promote and inform the Mount Allison community of the role and services of the MASU University Ombudsperson;
- i. Shall submit a final report to Council.