

Ombudsperson

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One-pager for Advisors on the Office of the Ombudsperson



An academic advisor may be approached by a student who has a complaint or grievance about staff or procedures at the college. While the academic advisor is not expected to be an advocate for the student with other members of the college community, the advisor can coach the student on how to be an advocate for him or herself. Part of this may involve recommending that the student visit the office of the ombudsperson.

Being familiar with the Directives pertaining to the issue is part of the advisor's responsibility. Among the most useful are

- A8 Harassment/Discrimination
- A21 Rights, Freedoms, Responsibilities etc.
- E3 Special Allowance for Individual Students
- E15 Academic Appeal

- Academic advisors and other faculty can contact Hervé Depow directly with questions concerning the Office of the Ombudsperson, college procedure etc.
- The ombudsperson cannot share any information about a student's case without the express permission of the student.
- While the office is partially funded by the SA, the ombudsperson's role is that of impartial advisor, not student advocate.

The services of an ombudsperson are available to any student about "any complaint regarding any aspect of student life." Students do not have to "press charges" to talk to an ombudsperson.

If an issue cannot be resolved between a student and a teacher, the advisor should not advocate on the part of the student with another teacher (who is a peer). As coordinators at Algonquin College are faculty as well, the next "in line" for a student's complaint is the Chair. The ombudsperson can advise a student on the most effective course of action.

The services of the ombudsperson are free and confidential. The student can choose to be accompanied on any visit to a teacher, Chair or the ombudsperson by a self-selected "advisor."

Academic Advising
at Algonquin College