Role of the Ombudsperson

- **Main Role**
  - Receive, address, and investigate complaints related to the Alma Mater Society
    - This may be related to any of the society’s clubs, resource groups, constituencies, services, businesses, staff, executive, and council

- **Other Roles**
  - Mediation & Conflict Management
  - Confidant
  - Information
  - Resources
Values & Ethics

- **Core values of the AMS**
  - Honesty, Effectiveness, Accountability, Respect, and Teamwork

- **IOA Code of Ethics**
  - Independence
  - Neutrality & Impartiality
  - Confidentiality
  - Informality
First Term (June 2014 – January 2015)
General Duties

- Assumed office
  - Issues with transition period
- Training & Professional Development
  - UBC Ombuds, old case files, manuals, code & bylaws, etc.
- Established communication with AMS/UBC groups
- Meetings with other Ombuds/Advocacy offices
- Advertisement/outreach
  - Joint advertisement w/ UBC Ombuds, AMS/GSS Advocacy
- Presented conflict management workshops
  - AMS Speakeasy
  - Resource Groups
- USOA Conference – Lincoln, Nebraska
- Review of the Guide to Student Rights & Responsibilities
Data Comparison
Visitors to the AMS Ombuds Office

Month       2014/15       2013/14
June        1              0
July        2              1
August      3              2
September   4              3
October     5              4
November    6              5
December    7              6
January     8              7
February    9              8
March       10             9
April       11             10
Goals for 2\textsuperscript{nd} Term

- Mobilise working group to review the Guide to Student Rights & Responsibilities
- Strengthen relationship with resource groups, clubs, council members, constituencies, staff, other campus groups through workshops, outreach, etc.
- Implement better transition practices for the next AMS Ombudsperson, via increased training and guidance
- Draft office procedures document to pass onto the next generation of ombudspeople
- Continue to support those who interact with the office
The end