



Promoting collaborative dispute resolution

AMS Ombuds Office
Progress Report to Council

February 2015

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)

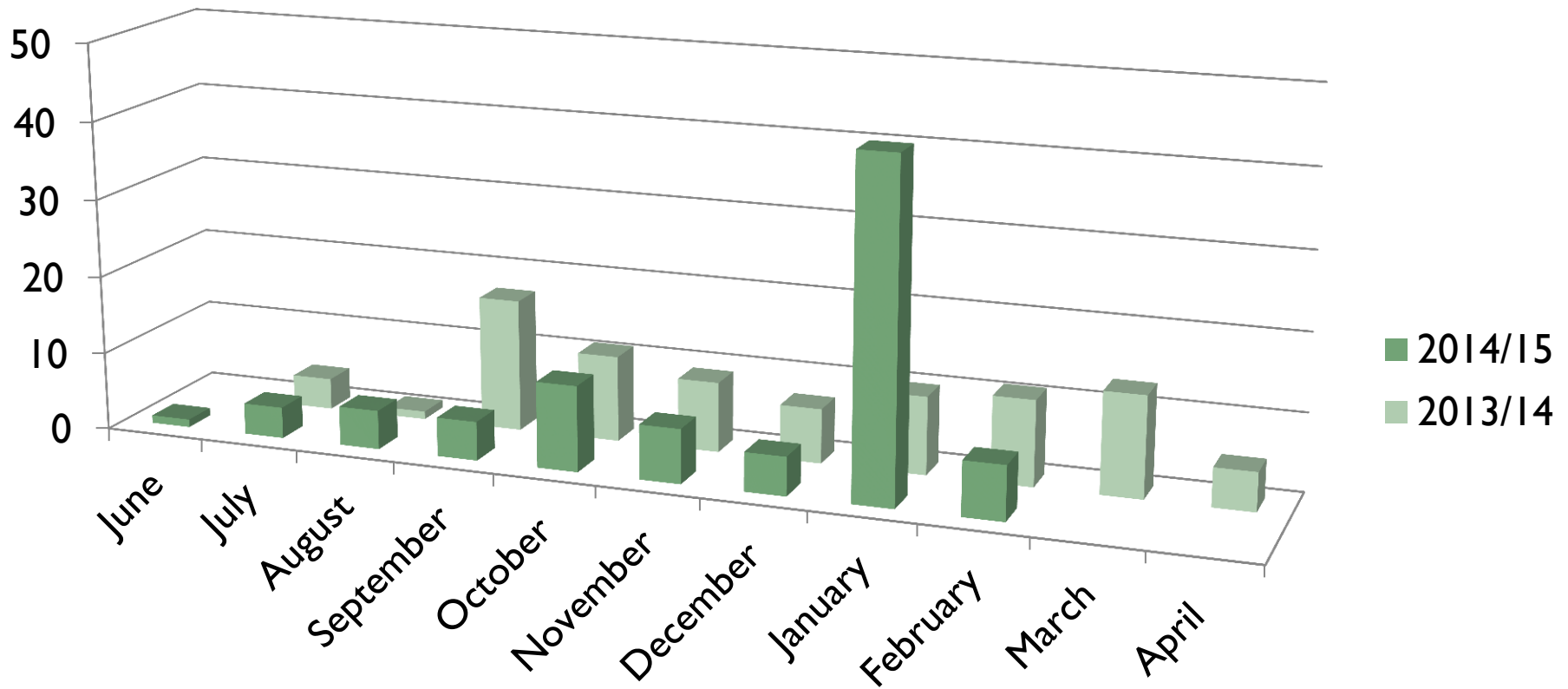
General Duties

- ▶ **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



Goals for 2nd 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