

Impartiality

The Office of the Ombudsperson is **co-funded** by the University and students through a student ancillary fee. This means that we are not a student advocacy office, nor do we advocate for the University.

We are impartial, advocating only for a resolution that's fair to everyone.

Office of the Ombudsperson staff will:

- Take a step back and look at the big picture.
- Consider how things are perceived and interpreted by every party.
- Evaluate procedural **and** relational fairness.
- Try to listen to everyone with the same attention and respect.
- Try to build trust between the student and institution.
- Not believe one party over another, just because of their rank or status in the institution.
- Have no stake in the outcome.
- Be mindful of possible conflicts of interest.

For further information about Impartiality and the Office of the Ombudsperson, refer to the Association of Canadian College and University Ombudspersons' [Standards of Practice](#).