



The Ombuds Office is located on the 3rd floor of Kingscote Gardens, 419 Lagunita Drive, Room 302, Stanford, CA 94305

Appointments with the Ombuds may be scheduled by:

Email: ombuds@stanford.edu

Phone: 650.497.1542



The Ombuds

The Ombuds meets with individuals and groups to discuss conflicts or concerns that are interfering with their academic or work life. The Ombuds listens to concerns; offers resources; answers questions about Stanford policies and procedures and helps visitors evaluate options to address their concerns.

Meetings with the Ombuds are kept strictly confidential unless permission is given to share the information or if the situation is one in which someone is in imminent danger.

The office is independent and does not keep records or put Stanford on legal notice of a visitor's concerns.

The Ombuds is impartial and does not take sides in a dispute, but can help mediate disputes and facilitate conversations to help individuals or groups resolve conflicts.



Ombuds Office

A confidential resource for Stanford faculty, students, postdocs and staff aimed at resolving disputes and ensuring fair and equitable treatment



Common Issues

Faculty

- Appointments, hiring, promotion and tenure decisions
- Intellectual property and authorship disputes
- Housing issues
- Interpersonal conflicts
- Questions about university policies

Staff

- Performance appraisal issues
- Promotion, demotion and disciplinary actions
- Questions about university policies
- Whistleblowing or ethical concerns
- Interpersonal conflicts
- Toxic or abrasive workplace issues
- Discrimination or harassment
- Disability accommodation

Students

- Grade disputes
- Conflicts with instructors or advisors
- Dissertation or graduation issues
- Disciplinary matters
- Housing and roommate issues

What the Ombuds Does:

- Meet with visitors to hear their concerns and help identify and evaluate options
- Coach individuals on how to manage a difficult situation or engage in a difficult conversation
- Provide referrals to other resources
- Answer questions about university policies
- Informal mediation
- Make recommendations for policy or institutional change when appropriate
- Provide a safe space for discussing concerns when confidentiality is important

The Ombuds Does NOT:

- Offer legal advice or psychological counseling
- Investigate or make findings of fact
- Participate in any formal process
- Testify in any proceeding
- Act as an office of notice for Stanford
- Advocate for anyone
- Address concerns unrelated to Stanford

Standards of Practice

Independent

The Ombuds is independent from any other office at Stanford and is authorized to talk to all person at the university in order to resolve concerns.

Impartial

The Ombuds is “neutral” and does not take sides in a dispute, but rather seeks to help parties work toward mutual understanding and resolve their disputes.

Informal

The Ombuds’ services are “off the record.” The Ombuds answers questions about formal processes at Stanford but does not participate in them. The Ombuds has no authority to change any decision or policy and does not conduct formal investigations. The Ombuds does not accept formal “notice” for the university but can help visitors navigate filing a formal complaint.

Confidential

The Ombuds holds all communications with the office in strict confidence and does not disclose the identity or concerns of visitors without their permission except as necessary to prevent imminent harm.