



IUPUI

**OFFICE OF THE  
FACULTY COUNCIL**

INDIANA UNIVERSITY–PURDUE UNIVERSITY  
Indianapolis

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# Creation of an IFC Ombudsteam

Circular 2017-07.1

## FULL POLICY CONTENTS

[Scope](#)  
[Policy Statement](#)  
[Reason for Policy](#)  
[Procedures](#)

**ADDITIONAL DETAILS**  
[History](#)

**Effective:** *April 4, 2017*  
**Last Updated:** *April 4, 2017*

**Faculty Council Committee:**  
*Faculty Affairs Committee*

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## Scope

Faculty of IUPUI. Rank is not designated.

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## Policy Statement

The IUPUI Faculty Council (IFC) has in place policies and procedures for evaluating and guiding grievances by faculty. The IFC grievance process is carefully designed and does not warrant review or revision [within this policy].

The role of the grievance process is limited, however, in that it does not provide opportunity for faculty to voice concerns and/or learn about options the goal of which is to resolve issues, ease tension, or improve working conditions.

Other universities make use of an ombuds(man/person) to field faculty concerns, including formal grievances. Typically, a single person is designated as ombuds(man/person). To address the complexity of the IUPUI campus, designating a team is likely to serve the different character of its many and diverse academic units.

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## Reason for Policy

The creation of an Ombudsteam is designed to designate place(s) where and persons to whom faculty can voice concerns and learn about options for channeling criticisms and addressing complaints, which may include a formal grievance, so that faculty can be fully informed about possible actions and consequences before making a decision as to what steps, if any, to take next.

The goal of the IFC Ombudsteam is to link problems to options for resolution

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## Procedures

The IFC Ombudsteam is made up of five members with three-year staggered terms. Three members are drawn by the IFC Executive Committee from the IFC grievance panel, which is elected annually, with consideration of diversity in regard to academic unit, rank, gender, and ethnic background. One of those three members serves as chair (a position that can rotate, especially in situations of possible or perceived conflict of interest). The chair is the liaison to the IFC Executive Committee, the Office of Academic Affairs, and the Office of Equal Opportunity. Two members are drawn from a pool of emeritus faculty in the Senior Academy. The membership of the IFC Ombudsteam, including contact information, is posted on the IFC website so that faculty can choose with whom to get in touch initially.

All conversations with any member of the IFC Ombudsteam are confidential, neutral, informal, and independent. The Ombudsteam allows faculty to choose among team members faculty with different expertise, experience, and background as the person with whom to confer. Ombudsteam members not serving as primary or preferred contact may lend advice, when asked.

The IFC Ombudsteam follows the Standards of Practices & Code of Ethics of the International Ombudsman Association (<http://www.ombudsassociation.org/About-Us.aspx>). Decisions about possible next steps are those of the faculty, not the IFC Ombudsteam, except in the case of violations that require follow-up in compliance with the law.

The location of the IFC Ombudsteam will be determined, in cooperation with the Office of Academic Affairs. Administrative support of the IFC Ombudsteam will be determined, in cooperation with the Office of Academic Affairs (e.g., designated space, telephone, administrative support, and support for faculty members serving on IFC Ombudsteam).

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## History

Passed by IFC: April 4, 2017