

<b>ALGONQUIN COLLEGE DIRECTIVE</b>	<b>NO. OF PAGES</b> 3	<b>DIRECTIVE NO.</b> E20
	<b>ORIGINATOR</b> Ombudsperson Committee	
	<b>APPROVED BY</b> President's Executive Committee	
<b>TITLE</b> <b>OMBUDSPERSON</b>	<b>EFFECTIVE DATE</b> 2003.02.05	<b>REPLACES</b> 1995.01.01

### **PREAMBLE**

Algonquin College and the Algonquin College Students' Association have established the Office of the Ombudsperson for the purpose of providing an impartial advisor, and an investigative and informational resource for the student body. Reporting to the Ombudsperson Review Committee, the Ombudsperson operates in an independent and impartial manner.

### **POLICY**

1. The mandate of the Ombudsperson is:
  - 1.1 To investigate, at the request of any student of Algonquin College, any complaint regarding the following aspects of student life:
    - 1.1.1 academic matters
    - 1.1.2 matters of College or Students' Association service to students
    - 1.1.3 operation of the Students' Association
    - 1.1.4 treatment received from other students or staff
    - 1.1.5 campus environmental matters
  - 1.2 To serve as an information service for students by providing advice on policy and procedure, rights and responsibilities, and general guidance on where and to whom complaints and inquiries are appropriately directed.

**PROCEDURES, ROLES AND RESPONSIBILITIES****1. Authority to Act**

In order to fulfil the functions of the office, the Office of the Ombudsperson shall, from time to time, require information from both the College and the Students' Association, therefore:

- 1.1 all reasonable requests for information pertinent to the mandate of the office as stated herein will be honoured.
- 1.2 requests for copies of student academic records when accompanied by written authorization of the student(s) concerned, will be honoured.

**2. Responsibilities of the Ombudsperson**

The Ombudsperson shall:

- 2.1 accept and act upon all reasonable requests for information, advice and counsel regarding matters falling within the mandate of the office;
- 2.2 with reasonable promptness, investigate all complaints directed to the Ombudsperson's Office regarding matters falling within the mandate of the office;
- 2.3 where appropriate, forward recommendations regarding policy, procedure and practice to appropriate officials;
- 2.4 keep the Ombudsperson Review Committee apprised of statistics, trends and the emergence of any College wide problem through end of semester reports;
- 2.5 maintain confidential records of complaints, findings and recommendations; kept secured and accessible only to the Ombudsperson;
- 2.6 respond to requests on a first-come, first-served basis with exceptions being made in matters of major importance or urgency;
- 2.7 operate within College policy regarding confidentiality of records.

**3. Recommendations Arising from the Ombudsperson**

In accordance with the specific mandate of the Ombudsperson, the College and its constituencies will consider recommendations arising from findings of the Ombudsperson.

**4. Governance of the Office of the Ombudsperson**

- 4.1 The Ombudsperson shall be an employee of Algonquin College.
- 4.2 The Ombudsperson shall be selected by and report to the Ombudsperson Review Committee. The appointment of the Ombudsperson requires the joint approval of the President of the College and the elected President of the Students' Association.
- 4.3 The Ombudsperson Review Committee shall consist of the elected President and a Director of the Students' Association, two students from the student body at large, one faculty member, one representative from the Human Resources Department, one employee of the Students' Association, one community representative chosen by the Committee, one academic administrator chosen by the Committee, and the Director, Student Services. The Committee shall be co-chaired by the Director, Student Services, and the President of the Students' Association.
- 4.4 The Students' Association and the College shall each contribute fifty percent of the costs of the operation of the office.

**RELATED DIRECTIVES**

Student Complaints - E23  
Glossary of Terms

*(original signed by)*

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Vice President, Student Life & Human Resources