

Office of Student Ombuds (OSO)

Georgetown University officially established the Office of the Student Ombuds (OSO) (<https://studentombuds.georgetown.edu/>) on July 1, 2021 when the first Student Ombuds was hired to the position. The Office is a confidential, independent, impartial and informal resource that serves all University undergraduate and graduate students with the exception of the Schools of Medicine and Law. The office is staffed by a Certified Organizational Ombuds who practices in accordance with the Standards of Practice (https://ioa.memberclicks.net/assets/docs/SOP-COE/IOA_Standards_of_Practice_English.pdf) and Code of Ethics (https://ioa.memberclicks.net/assets/docs/SOP-COE/IOA_Code_of_Ethics_English.pdf) set by the International Ombuds Association (IOA).

The primary purpose of the Office of the Student Ombuds is to provide a confidential space for visitors to discuss their concerns with a trusted professional who will engage them in constructive problem-solving, help them explore their options and empower them to make their own decisions. The Office works to promote a sense of belonging among members of the Georgetown University community by helping visitors resolve conflicts and disputes, improve communication and better navigate the institutional resources available to them. The overall mission of the Office is to foster and support a respectful, just and equitable learning, working and living environment for the diverse members of the campus community.

Visitors can expect the Ombuds to listen to their concerns in a non-judgmental and unbiased manner without fear of retaliation or retribution for utilizing the office. The Office is an alternative to formal channels of dispute resolution and does not put the University “on notice” or formally file grievances or claims on a visitor's behalf. The Ombuds serves as a catalyst for constructive organizational change by identifying and reporting systemic issues, patterns, trends, policies or procedures that raise concerns to University leaders in order to prevent them from recurring or escalating. When applicable, the Ombuds may also provide training, educational activities, workshops and coaching to individuals and organizational units that are facing challenges or as a preventative measure to communication barriers and potential conflicts.

Although the Office is intended for students, other members of the Georgetown community including faculty, staff, families, friends and alums, may visit the Office to consult with the Ombuds on student-related concerns, questions or resources. To contact the Student Ombuds, email studentombuds@georgetown.edu or call +1 202-784-1081. Please visit the OSO website at studentombuds.georgetown.edu (<http://studentombuds.georgetown.edu>) for more information.