Office of Ombuds Services

SERVICES FOR:
- Administrators
- Alumni
- Faculty
- Staff
- Students

SERVICES ARE:
- Confidential
- Informal
- Neutral
- Independent

MEDIATION AND DISPUTE RESOLUTION SERVICES*:
- Information
- Issue Identification
- Communication
- Facilitation
- Referrals
- Training and Workshops

* The Office of Ombuds Services does not provide legal or psychological counseling.

Mission Statement

The Office of Ombuds Services is a place where members of the UCLA community—students, faculty, staff and administrators—can go for assistance in resolving conflicts, disputes or complaints on an informal basis. In order to afford visitors the greatest freedom in using its services, the Office is independent, neutral and confidential.

Our Services

The Office of Ombuds Services works to ensure that all members of the University community receive fair and equitable treatment in matters of concern or complaint. The Ombudspersons facilitate communication and assist parties in reaching their own mutually acceptable agreements when conflicts arise. Acting as neutrals and committed to confidentiality, the Ombudspersons may gather information on complaints, clarify issues, expedite processes or, when appropriate, initiate mediation. The response of the Office is tailored to the dynamics of the situation and the informed consent of the visitor. The Ombudspersons are respectfully impartial with all parties to a conflict. The Office operates within University policy and reports to the Chancellor's Office for administrative and budgetary purposes. Ombudspersons may make recommendations for review or change when policies or procedures of the University generate trends or patterns in conflicts and concerns.

Location & Hours

Strathmore Building
501 Westwood Plaza
Suite 105
Phone: 310 / 825-7627
8 am–5pm, Monday–Friday or by appointment