



**OFFICE OF THE UNIVERSITY OMBUDSMAN
ANNUAL REPORT
JULY 1, 2015 TO AUGUST 31, 2016**

Introduction

The Office of the University Ombudsman was established in July 2014. This report covers the period from September 1, 2015 ending August 31, 2016.

The Office provides independent, impartial and confidential advice. The Office also may facilitate the informal resolution of concerns and complaints in support of university policies and procedures, in accordance with best practices in organizational conflict management. Persons who, acting in good faith, have filed a complaint or sought the assistance of the Office of the Ombudsman or participated in an investigation/inquiry or made an effort to resolve a problem must be able to do so without fear of reprisal.

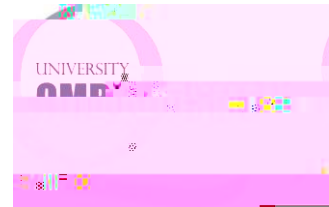
The University Ombudsman is Harry Smith. Accountable to the Board of Trustees through the Audit and Risk Committee,



The University Ombudsman was contacted by the following:

NUMBER OF



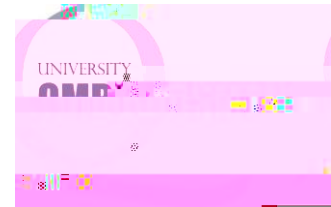


Office of the University Ombudsman should the student wish to receive support or advice. In each case, the student ultimately sought the support of the Associate directly.

University Student Appeal Board

The University Student Appeal Board received 14 appeals between July 1, 2014 and August 31, 2015. Chair Nicholas Bala (Faculty of Law) heard 5 cases. Chair David Freedman (Faculty of Law) heard 7 cases of which one case was determined to be outside the jurisdiction of the Board and did not go to a hearing. The four cases withdrawn by the appellants were due to a mediated agreement or to go to a different appeal body. The Board reviewed or heard cases from Residences, Nursing, Arts and Science, Commerce, and Engineering and Applied Science.

Outcome	Number of Cases
---------	-----------------

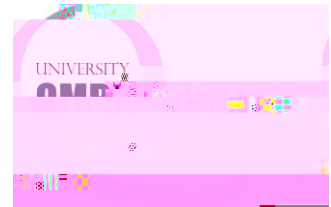


began its consultations in the fall of 2015. ACNAM met with many stakeholder groups including the Alma Mater Society (AMS), Athletics and Recreation, Residences, the Senate Committee on Non-Academic Discipline (SONAD), Society of Graduate and Professional Students (SGPS) Council, Senate, and the Board of Trustees. The committee hosted consultations for several key external stakeholder groups. A second round of consultation occurred with the primary stakeholders again in the winter term.

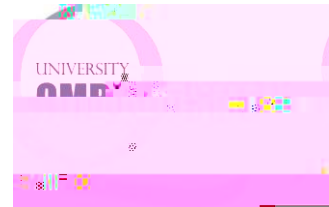
While the review was taking place, the university instituted an interim protocol for the initial management and direction of cases of student non-academic misconduct. The interim protocol described what constituted university-level non-academic misconduct, created a Central Intake Office



environment in which non-academic misconduct must be addressed on university campuses.



The University Ombudsman is a member of the Association of Canadian College and University Ombuds (ACCUO). Mr. Paul Dubé was appointed Ontario Ombudsman beginning April 1, 2016. In August 2015, the University Ombudsman and the President of the ACCUO,



Advisory Committee

The terms of reference for the Office state that the University Ombudsman shall meet at least once per year with the Advisory Committee. The Advisory Committee is comprised of the Secretary of the University as Chair, the Provost or delegate, a faculty member (as chosen by the Senate), University Counsel, the President of the AMS or delegate, and the President of the SGPS or delegate.

The Committee provides guidance, advice, and support to the

