

Office of the Ombuds



Francine Montemurro,
University Ombuds

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www.bu.edu/ombuds

(617) 358-5960

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What's an Ombuds?



The Office of the Ombuds



- Open to faculty, staff, and students at BU.
- A place to confidentially voice concerns, develop options, and problem-solve.
- Provides feedback to officials on trends and concerns.

Common Concerns & Questions



- University policy or practice.
- Difficult conversations.
- Office politics, workplace culture, or interpersonal conflict.
- Career and promotion.
- Red-tape.
- Procedural due process.

Fundamental Principles of Practice



- IOA Stnds of Practice & Code of Ethics.
- Confidentiality.
- Informality.
- Impartiality/neutrality.
- Independence.

Confidentiality



- Maintain privacy unless permission has been given to disclose information.
- The only exception: Imminent risk of serious harm.

Informality



- All conversations are informal and off-the-record.
- Does not create records for the university or participate in formal grievances.

Impartiality



- Third-party neutral.
- Advocate for equity and fair process.
- Not an advocate for any individual, group, or cause.

Independence



- Reports directly to the BU president.
- This reporting structure helps support impartiality.

The Office of the Ombuds



- Complements existing functions at BU.
- Does not duplicate existing offices/channels.
- Makes appropriate referrals to other offices.

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