

NEEDS TO CREATE AN INDEPENDANT OMBUDSMAN/WOMAN OFFICE

In this last situation, the Ombudsman would facilitate an orderly and rational approach of conflict resolution. This would be done by (1) helping the complainant to formulate and realistically appraise the complaint, (2) by participating effectively within the informal problem-solving processes available and if this fails, (3) by activating the appropriate formal procedures.

An Ombudsman's office exists to see that justice is done, or is seen to be done and to make judgements about the adequacy and fairness of the institution's regulations, procedures and by-laws, and the appropriateness of the criteria and rules on which the decision has been based.

In summation, the Ombudsman is the connecting link which brings together all of the resources of society to the aid of the individual, which protects the individual against unreasonable and wrongful acts. However, the Ombudsman must not be so just that he forgets to be humane, nor so generous that he neglects to be just. Those who appeal to an Ombudsman should remember that he is not there to disperse favours, but to safeguard rights.

Some complaints that come to the attention of an Ombudsman do not fall within the normal boundaries of the existing appeal procedures. Therefore, they are open to mismanagement. The Ombudsman is in a position to assist in such a situation.

**ACADEMIC AFFAIRS 667-2515 Rm. 105
CENTRAL SQUARE**

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