

# YORK UNIVERSITY

The Ombudsman functions primarily as a mediator between the individual and the governing authority. He is alert for maladministration of the policies and by-laws of that authority, which, when perpetrated, could result in injustice, discomfort, frustration and dissatisfaction to the complainant.

A major role of an Ombudsman is to protect the rights of the individual and to make every effort to ensure that everyone enjoys the right of both social and humane justice. The Ombudsman safeguards against the growing complexity of large organizations and their relationships with the individual. He does not merely act as a buffer between the individual and an authority--but as a promoter of justice.

There are three major reasons for an individual to visit an Ombudsman. The first is to request general information about an agency or institution to which the individual is somehow related, such as a student making an enquiry about the university's regulations and by-laws. The second reason may be a direct inquiry about the individual's rights and the availability of appeal or grievance procedures. In this situation the individual usually has a specific concern or problem and is seeking information regarding possible remedies. The third use of an Ombudsman's office is related to a complaint an individual has against a decision, action, recommendation or omission. The individual may have exhausted the avenues of appeal at the faculty level.

**SUPPORT CYSF'S GOAL OF CREATING AN  
INDEPENDANT OMBUDSMAN/WOMAN  
OFFICE AT YORK FOR THE BENEFIT OF ALL  
YORK STUDENTS. FOR MORE INFO  
CONTACT MARK PEARLMAN DIRECTOR OF**