



Role of the University Ombudsman

The Ombudsman interacts with all levels of administration including Associate Deans, Deans, the Provost, Vice-Provost (Student Affairs), the Principal and Vice-Principals, University Secretary and Corporate Counsel, University Counsel, and external lawyers, Health Counselling & Disability Services, and Campus Security to provide expert advice and recommendations on a wide variety of complex matters related to those and other portfolios. All activities within the Office of the Ombudsman shall be free of influence by any element of university administration, including matters of case/investigation selection, scope, procedures, frequency, timing, or report content.

The University Ombudsman was contacted by the following:

| NUMBER OF STUDENT CASES BY FACULTY | |
|-------------------------------------------|-----|
| Arts and Science | 100 |



Role of the Associate, Policy and Appeals

The Associate, Policy and Appeals is Gail MacAllister, formerly Manager, Senate Operations and Policy, Office of the University Secretariat. Reporting to the University Ombudsman, the Associate, Policy and Appeals provides a range of confidential advice and support to members of the University community in relation to dispute resolution and provides assistance to students regarding the administration of grievance and complaint procedures.

| NUMBER OF CASES BY FACULTY | |
|-----------------------------------|-----|
| Arts and Science | 108 |
| Commerce | 26 |
| Engineering and Applied Science | 12 |
| Residences | 11 |
| Nursing | 9 |
| Registrar | 1 |
| Medicine | 1 |
| NATURE OF CASES | |
| Requirement to Withdraw | 42 |
| Academic Integrity | 31 |
| Late Add/Drop | |



Several times throughout the year, parents of students in receipt of a sanction make the initial contact with the Associate, Policy and Appeals. Parents are given policy information and an outline of the support offered to the student. No information regarding student specifics is released to parents, however, it is helpful to discuss the process and service offered by the 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 Associate, Policy and Appeals is secretary to the University Student Appeal Board (USAB). The USAB received 12 appeals between July 1, 2014 and August 31, 2015. Chair Nicholas Bala (Faculty of Law) heard 3 cases and reviewed 2 appeals which were withdrawn by the appellant. Chair David Freedman (Faculty of Law) heard 6 cases and reviewed one appeal which was withdrawn by the appellant. The USAB reviewed or heard cases from Residences, Health Sciences, Arts and Science, and Engineering and Applied Science.

University Dispute Resolution Advisors

Currently, there are seven members of faculty appointed by the Senate to serve as University Dispute Resolution Advisors: Michael Blennerhassett (Health Sciences), Gordon Dueck (Arts and Science), Tony Noble (Arts and Science), Patrick Oosthuizen (Mechanical Engineering), Kate Robotham (Business), Marsha Singh (Arts and Science), and Christopher Ward (Health Sciences). The Ombudsman provides training to the University Dispute Resolution Advisors and provides guidance to them on an as-needed basis to aid in the fulfillment of their responsibilities.

During the period of this report there were 31 referrals to University Dispute Resolution Advisors and they supported students at Academic Integrity meetings, USAB hearings, Board of Studies hearings, and meetings with Wellness Services (formerly the Disability Services Office). Subsection 5(b) of the Senate Policy on Student Rights, Appeals and Discipline states the function of the University Dispute Resolution Advisor is:

to provide information and advice to students who are facing adverse academic decisions or other difficulties related to their academic program at Queen's. Dispute Resolution Advisors are invaluable resources for providing students with information and advice about Queen's policies and procedures. Advisors promote the informal resolution of academic and non-academic discipline-related concerns by helping students to identify and evaluate options for resolution.

It is the right of the student to have a dispute resolution advisor at any meeting during any stage of a dispute.



Harassment/Discrimination Complaint Board (H/DCB)

The Chair of the Harassment/Discrimination Complaint Board (H/DCB) during this period was Professor David Freedman (Faculty of Law). One case was brought before the Board. However, it was ruled that the matter would not be heard due to the number of extensions given without the perfecting of the appeal. The matter was closed without a hearing. Professor Nick Bala was available as an alternate chair to this Board during the reporting period.

Safe Disclosure Reporting and Investigation Policy

Queen's University's Safe Disclosure Policy outlines the process to confidentially report concerns about professional or financial misconduct. Although such concerns may be reported to a direct supervisor or university administrator, another option is to contact the University Ombudsman to make a report. It is possible to report concerns about professional or financial





During the summer, t



QUEEN'S UNIVERSITY
OFFICE OF THE UNIVERSITY OMBUDSMAN

Organizational chart

Lon Knox
University Secretary and

Harry Smith
University Ombudsman

Gail MacAllister
Associate, Policy and
Appeals