The URI University Manual includes the following descriptions of the authority and responsibilities of the Office of the University Ombud:

2.39.10 The Ombud shall investigate complaints from members of the University community--students, faculty, and administrative personnel--that they have been unfairly dealt with in the normal channels of administrative process. The Ombud's office is not intended to replace those normal channels. The services of the Ombud are an exceptional administrative procedure to be used only when the normal channels do not adequately respond.

2.39.16 Powers of the Ombud shall include: access to all records pertinent to any allegation of inequity or injustice or other grievance coming under his/her jurisdiction; the right to inquire of any officer of instruction or of administration, or of any member of the clerical and custodial staffs, or of any student, in connection with his/her proper inquiries and to receive full and complete answers; the right to mediate or otherwise arrive at a compromise or to arrive at his/her own proposal for solution of the problem at hand; the right to present his/her recommendations for solution to the parties involved and to report such recommendations to the supervisory officers of the person(s) involved and to the office of the President and to the Chairperson of the Faculty Senate.

(University Manual, Chapter 2: http://web.uri.edu/manual/chapter-2/)
Current Ombuds:

The position of University Ombud is presently shared by two people who have had long experience as faculty members at URI:

Professor Emerita Gerry Tyler and Professor Emeritus Alfred Killilea. The preferred means of contacting the Ombuds is through email: gtyler@uri.edu (Tyler) hookshot@uri.edu (Killilea)

There is no form or application in requesting the services of the Ombud. Simply send an email and you will receive a prompt response.

What is an Ombud and what does an Ombud do?

The Ombud helps students or other members of the University community solve his or her problem by:

• Giving needed advice and direction
• Investigating conflicts in confidence
• Clarifying matters by interviewing all parties concerned and by researching the problem
• Mediating and suggesting solutions or compromises in disputes
• Ensuring due process

For more information: web.uri.edu/ombud or call 401.874.4250

Information for students in particular:

If you think that you have been dealt with unfairly by a faculty member, administrator, or staff member at URI, you may want to enlist the services of the Office of the Ombud in seeking a remedy. Normally you should first appeal to the person most directly involved in your complaint and then, if necessary, to his/her supervisor before coming to the Ombud. In the case of a contested grade in a course, for instance, you should first speak to the faculty member and if that is not effective, you should speak to the department chair and then, if necessary, to the dean of the college in which the course is offered. If you find it especially difficult to undertake this appeal process, you may want to have a preliminary talk with an Ombud, who may suggest an alternative course of appeal. Keep in mind that there are many other trained professionals ready to help students with a grievance, for example, University College, Student Affairs, the Counseling Center, the Affirmative Action Office.

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