IF YOU FIND YOURSELF THINKING…

Now… what do I do?
Who can I go to for help?
How can I this get resolved?

…THEN MAKE AN APPOINTMENT TO SEE THE CAMPUS OMBUDS

Conchita Franco Serri
Pomona College Ombuds
pomonacollegeombuds@hotmail.com
909-621-2328

Pomona College
OFFICE OF THE OMBUDS
201 W 4th Street, Suite 103*
Claremont, CA 91711
(909) 621-2328
conchita.serri@pomona.edu
www.pomona.edu/ombuds
Confidential email: pomonacollegeombuds@hotmail.com

To ensure confidentiality of all visitors, please make an appointment before visiting the Office of the Ombuds.

* The office is located off-campus across from Hahn Hall.
THE OMBUDS CAN:

• Listen to concerns and clarify issues
• Identify options for potential resolution to conflict
• Coach you through conflict
• Mediate to help reach agreements
• Identify, explain and clarify relevant policies and procedures
• Facilitate difficult conversations and negotiation
• Assist in finding options to problems
• Refer you to campus resources
• Recommend institutional action or change
• Provide upward feedback to campus administrators on systemic and broad-based concerns

WHAT DOES THE OMBUDSPERSON (OR OMBUDS) DO?

The Ombuds considers alternative views of an issue in question in an objective and impartial way. She works to provide options for the resolution of issues raised by members of the campus community. The role of the Ombuds is to ensure that all students, faculty, administration and staff members receive fair and equitable treatment.

WHAT TENETS DOES THE OMBUDS ABIDE BY?

The Ombuds is a confidential resource for members of the Pomona College community. The identities and concerns of visitors are not disclosed without their expressed permission and only to the extent the visitor wishes or allows. Actions related to the resolution of the visitor’s concerns are not revealed as well. The only exception when confidentiality does not apply is when there is imminent risk of serious harm. The Office of the Ombuds does not keep records and is not an Office of Notice for Pomona College.

The Ombuds is impartial and does not advocate for any party or the College. She is, however, an advocate for fairness and equity.

The Office of the Ombuds is independent from other College offices, including the President’s Office, and is based off-campus in the Claremont Village. The Ombuds reports to the President only for budgetary and administrative matters.

The Ombuds is an informal resource. Although the Office of the Ombuds is available to facilitate resolution to conflict, it does not have authority to impose or enforce resolution, or reverse decisions made by other administrative offices or authorized bodies. As an informal resource, the Ombuds does not participate in formal processes, including formal investigations.

ABOUT CONCHITA FRANCO SERRI

Conchita Franco Serri is dedicated to assisting in the resolution of employment disputes and academic conflicts. For over 20 years she has served as principal conflict resolution officer, mediator and diversity officer in higher education settings. She has extensive employment practices knowledge and due diligence experience with ethics and institutional complaints. Conchita enjoys consulting with students and colleagues who need a “listening ear.” She is a public speaker and a graduate of Harvard University and Boston College Law School.

Conchita is a full member of the International Ombudsman Association and practices in accordance with its Standard of Practice and Code of Ethics. The tenets are absolute and non-negotiable, and belong to the Ombuds rather than the visitor. Conchita is also bound by the charter agreement entered between the Ombuds and Pomona College. By reading this, all visitors to the Office of the Ombuds acknowledge and accept these tenets.