Cornell Cooperative Extension of Tompkins County

Section: Communication Procedures
Subject: Availability of Ombudsman
Policy: System
Code: 1302
Issued: 8/9/02
Association Adoption: 5/6/04
Association Effective Date: 6/10/04

Policy Statement - Work-related concerns should be resolved in accordance with extension association policies. However, the Cornell University Ombudsman's Office is available to discuss concerns that involve Cornell University or anyone acting on behalf of the university.

Referrals - It is particularly important to realize that when a procedure or office exists for handling an inquiry, the Ombudsman's Office normally refers the individual to that procedure or office. Nevertheless, the Ombudsman's Office is available to facilitate expeditious handling of such matters through appropriate channels. Thus, although the ombudsman is available, it is requested that attempts be made to resolve questions or problems through appropriate procedures before individuals seek the ombudsman's assistance.

Contact Information - If an employee feels s/he wishes to contact the Ombudsman's Office, approval has been granted for the use of university and extension association telephones to conduct business with the ombudsman, at 607-255-4321 or write the Office of the University Ombudsman, 118 Stimson Hall, Ithaca, NY 14853.