## **STUDENT OMBUDS SERVICES**

Patricia Ponce, Student Ombuds Robert E. Kennedy Library (35), Room 113 Phone: 805.756.1380 http://ombuds.calpoly.edu

The Office of Student Ombuds Services provides students with a safe place to seek confidential guidance on university related concerns and complaints. All communications are confidential, informal, and neutral, and will not be disclosed to anyone unless given permission to do so except when required by federal or state law, when there appears to be imminent risk of serious harm to self or others and issues around sexual misconduct. The Ombuds is committed to hearing about students' experiences, assisting them in understanding applicable university policies and procedures, and - as appropriate - helping them to resolve informally any university-related issue. The Ombuds adheres to the Code of Ethics and Standards of Practice of the International Ombudsman Association.