Office of the Ombuds
A confidential campus resource to assist employees navigating concerns or conflict in the workplace.

Common topics:
- Supervisor/employee dynamics
- Navigating challenging relationships
- Understanding policies & procedures
- Advocating for yourself
- Sharing or clarifying your thoughts around an issue
- Perceived unfair treatment
- Miscommunications between supervisors, coworkers and employees
- Preparing for a difficult conversation and ways to discuss issues
- Incivility in the workplace
- Health, safety and well-being
- Conflict within the organization/workplace
- Cultural misunderstandings
- Career progression and development

To schedule an appointment
Melissa Emerson
University Ombuds
(970) 491-1527
melissa.emerson@colostate.edu

Matt Ricke, Ph.D.
University Ombuds
(970) 491-0936
matt.ricke@colostate.edu

Office Location
316 General Services Building
Colorado State University
Fort Collins, Colorado 80523
ombuds.colostate.edu

An equal-access and equal-opportunity University
Office of the Ombuds
serves all Colorado State University employees who voluntarily seek confidential assistance in resolving concerns related to the workplace.

THE OMBUDS IS COMMITTED TO

Four Principles*

1. Confidentiality
The Ombuds holds information in confidence and does not disclose communication unless given permission by the employee or in the event of risk of serious harm.

2. Impartiality
The Ombuds remains neutral, unaligned, and does not advocate for any party or entity. We will advocate for fair processes.

3. Informality
The Ombuds is an informal resource and does not participate in any formal process related to concerns brought to the office.

4. Independence
The Ombuds is independent in structure, function, and appearance. The Ombuds does not report on any cases except as aggregate data that protects the visitors.

What we do:
• Listen to issues and concerns
• Help identify a range of options for solving problems
• Answer questions or make appropriate referrals to others who can assist
• Offer information about CSU policies and procedures
• Facilitate communication between people
• Informally mediate disputes to seek satisfactory resolution for all parties
• Offer coaching to prepare for difficult conversations
• Identify trends or perceived systemic problems while making recommendations for institutional improvements within the organization

We do not:
• Participate in formal grievance processes, make administrative decisions, investigate or determine findings or assign sanctions
• Offer legal advice, psychological counseling, or receive official “notice” for the University
• Have “responsible employee” obligations related to sexual harassment/misconduct
• Have the same reporting requirements as other employees

*These principles are in adherence to the International Ombuds Association Code of Ethics and Standards of Practice.
ombuds.colostate.edu