

OMBUDS OFFICE

An Ombuds*

- ❑ Listens with an open mind
- ❑ Helps resolve problems fairly

*An Ombuds is gender-neutral in origin. It is a Swedish term. It means *representative* of the interests of people while *not* being their advocate.

www.stonybrook.edu/ombuds - (631) 632-9200



<https://youtu.be/OhX9iWe8fTc> - 2 minutes

THE OMBUDS OFFICE

STONY BROOK UNIVERSITY OMBUDS



Donna Buehler

Stony Brook University Ombuds

Serving faculty, staff, and students of Stony Brook University, including off-site university campuses and offices.

With decades of experience as a confidential and trusted consultant I help people find their voice, develop confidence, weigh their options, and chart their path forward.

STONY BROOK MEDICINE OMBUDS



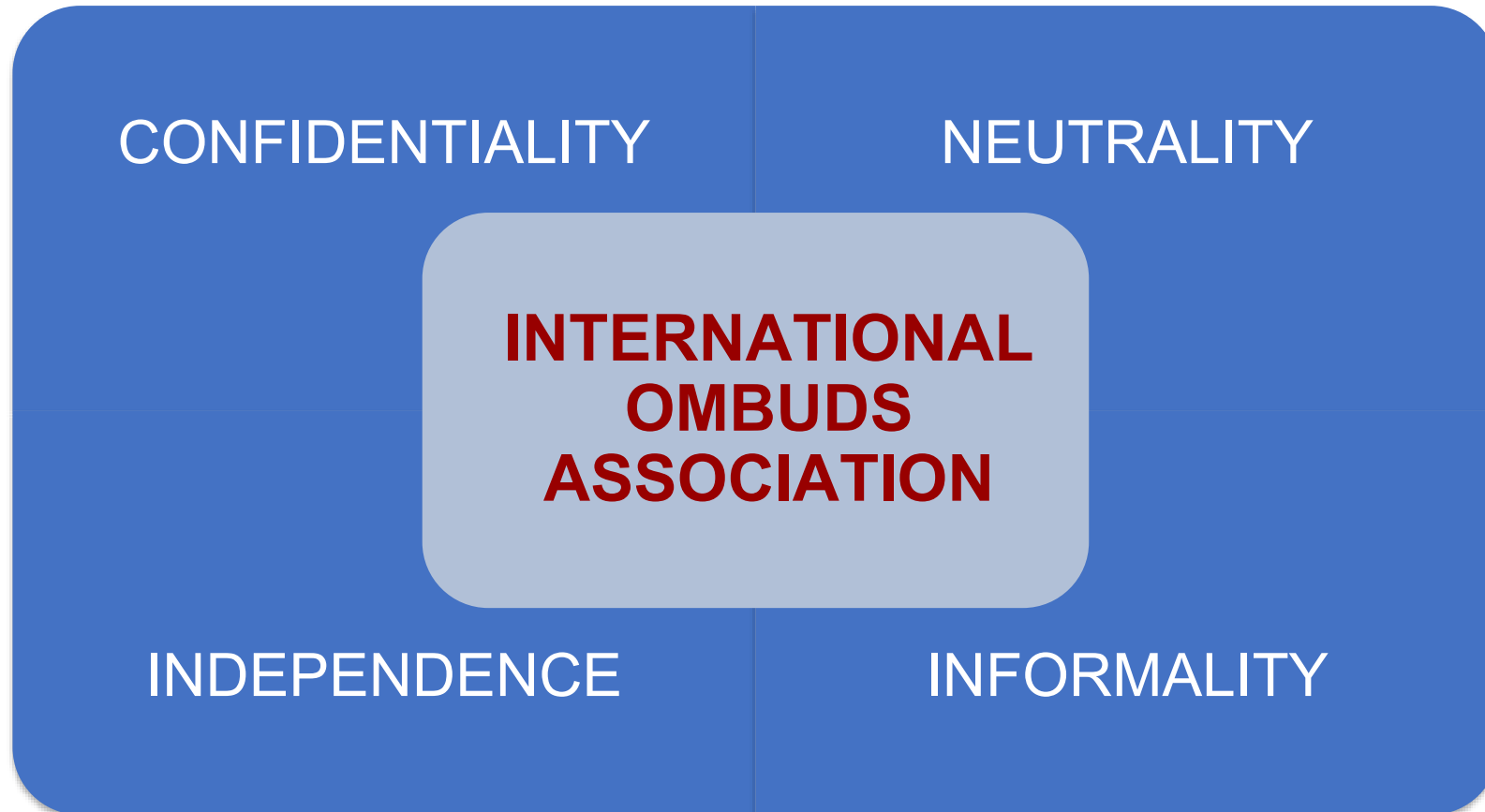
Alexis Rodgers, LMSW

Stony Brook Medicine Ombuds

Serving faculty, staff, and students of Stony Brook Medicine, including the Health Sciences Center Schools (HSC), LISVH, and off-site clinics.

Over seventeen years of experience supporting individuals. Committed to creating a welcoming space where individuals feel heard, supported, and empowered to navigate workplace concerns.

STANDARDS OF PRACTICE



Conflict is considered among the most significant and reducible costs to an organization (Freres, Martin 2013).

Cost of *unresolved* conflict:

- REPLACEMENT
- RETENTION
- PRODUCTIVITY
- MANAGERS LOST TIME
- EMPLOYEE LOST TIME
- ENGAGEMENT
- MENTAL HEALTH & WELL-BEING
- REPUTATION & IMAGE
- LEGAL & DISPUTE COSTS

TYPE OF ISSUES

- Academic Issues/Integrity
- Conflicts of Interest
- Change & Transition
- Communication
- Discrimination
- Equity of Treatment
- Ethical Dilemmas
- Harassment
- Health & Safety Issues
- Incivility/Rudeness
- Interpersonal Conflicts
- Organizational climate
- Performance (evaluations, grades, promotion/tenure)
- Policy & Procedural Issues
- Supervision/Management
- Intellectual Property/Authorship Concerns

When should I contact the “ombuds?”

- Anytime, but preferably the earlier the better
- No problem is too big or too small
- There is never a wrong reason to call

The “ombuds” can always point you in the right direction.



Ombuds services: PREVENTION

- Outreach - [tabling/fairs](#)
- Ombuds orientations
- [Quick Tips](#)
- [Library](#)
- [Workshops](#) per request of departments and student groups
- Skill development - role playing
- Meet/Greet

Ombuds services: **EARLY INTERVENTION**

- Conflict resolution
- Shuttle diplomacy
- Informal mediation
- Consultation & coaching
- Information & referral

Ombuds services: **SYSTEMIC ISSUES**

- Identifies patterns or trends in the workplace
- Works collaboratively with other offices to resolve problems while maintaining neutrality and independence
- Makes recommendations to administration
 - ❖ To address university and hospital related concerns
 - ❖ To revise policies or create a policy
 - ❖ To advise on various educational needs and opportunities

How is the “ombuds” different from:

- [Human Resource Services](#)
- [Employee/Labor Relations](#) – [Student Conduct and Community Standards](#)
- [Unions](#)
- [Office of Equity & Access](#)
- [EAP - CAPS/CPO/LGBTQ*Services](#)
- [Healthier U/Student Health & Wellness](#)

HOW OMBUDS IS DIFFERENT FROM OTHER OFFICES

- **Not an office of record** – does **not** keep any identifying information about individuals or groups who consult with the Ombuds Office. No paper or electronic records or names in an online calendar or aggregate database. May keep notes with a person's permission only while working with the person and then shreds the information once the case is closed.
- **Not an office of psychological counseling**, but will refer to the EAP for faculty/staff or to CAPs for students, if appropriate.
- **Not an office that does formal investigations**. With permission, may informally investigate a concern, help a person navigate the system or look into a situation.
- **Not an advocate of a person, group or department or of Stony Brook as an institution**. Instead, is **impartial or neutral**, helping people understand all sides of an issue to gain perspective.
- **Not an office that provides legal advice**.
- **Not an office of compliance**, except for being mandated to report Title IX issues.

QUICK TIPS

**A handy guide to promote positive
and respectful interactions with others**

Actively Listening

Becoming Resilient

Developing Leadership

Enhancing Communication

Giving & Receiving Feedback

Handling Conflict

Handling Grade Dispute

Keeping an Informal Record

Making an Apology

Preparing for a Difficult Conversation

Responding to Change & Transition

Supporting Teams

Understanding Civility/Incivility

Using Email Etiquette

Writing a Rebuttal

OFFICE LOCATIONS:

For appointments *in-person, virtually or phone* please email ombuds@stonybrook.edu
or call (631) 632-9200 Option 1 - **SBM Ombuds**, Option 2 - **SBU Ombuds**



WEST CAMPUS - Rm. 137
Psychology B Building



EAST CAMPUS - Rm. 146
Health Sciences Center, Level 4

Sometimes all you need
is someone to point you
in the right direction

WHAT AN OMBUDS DOES

- **The Ombuds listens with an open mind.**
- **The Ombuds helps to resolve problems fairly.**
- **The Ombuds provides a safe place** to voice your concerns and explore options for productive conflict management and resolution.
- The Ombuds supports a safe, respectful and civil community.
- [Interview with the Ombuds by GWISE](#)



Tell Me About Stony Brook Ombuds Office -
Orientation slides [📎](#)

WHEN TO USE SERVICES

- When you need information or assistance in resolving your concern
- When you are unsure of how to proceed or what options are available
- When you feel your concerns have not been adequately addressed through formal channels
- When you don't know where else to go

[Ask the Ombuds](#) - Weekly Informal Online Chat
Wednesdays @ 1 pm

Appointments with the Ombuds are online via Zoom, telephone and in-person. [Click here](#) for contact information.

Celebrate Ombuds this Fall at Our Tabling Events (TBA) - *Spin the Wheel*, take a quiz and maybe win a book!

Ready for OMBUDS MONTH in October? Ombuds Day is Thursday, October 8, 2026. We'll be celebrating with workshops and tabling events for the Stony Brook community.

RESOURCES

Consult the Resources links for additional information. Resources are available for students, faculty, staff, and administrators. [REGISTER](#) below for workshops.

[Referrals](#)
[Workshops](#)
[Quick Tips](#)
[Library](#)
[Online Chat](#) - Wednesdays at 1:00 pm
[Tabling](#)
[Websites](#)

[Workshops coming this fall!](#)



