

PRIVACY AGREEMENT

CONFIDENTIAL INFORMATION

Ombuds Services offers a confidential, independent, informal, and neutral resource where staff can talk privately about addressing workplace concerns. Ombuds Services shall not disclose the identity of a visitor or the substance of confidential or personally identifiable communications—whether written, spoken, or otherwise—unless the office:

- 1) receives your permission to make a disclosure; or
- 2) determines there is imminent risk of serious harm to you or others; or
- 3) is compelled or required by law to make a disclosure.

UNM supports the confidentiality of Ombuds Services and encourages parties to make use of Ombuds Services to develop options for addressing their concerns.

Ombuds Services may create or maintain generic data, not attributable to specific visitors, for use in annual reporting and other similar purposes.

LIMITATIONS OF OMBUDS SERVICES

Ombuds Services does not conduct formal investigations. It does not adjudicate disputes, issue findings, impose remedies or sanctions, or make decisions on behalf of the University, its administrators, or the Board of Regents. It does not take sides or advocate on behalf of any individual, University unit, or cause. Ombuds Services does not provide legal advice and is not a substitute for anyone's lawyer, representative, or counselor.

Disclosures to Ombuds Services of alleged violations of law or policy are not considered notice to the University, nor can the office accept formal complaints on behalf of the University. Visitors are encouraged to discuss any concern with Ombuds Services, and Ombuds Services can provide assistance and referral information about providing formal notice to the University of alleged violations.

While Ombuds Services can listen and provide visitors with information and assistance in constructive conflict management, visitors are solely responsible for deciding what actions they wish to take.