

PRIVACY AGREEMENT

Confidential Information

Ombuds/Dispute Resolution Services for UNM Staff (Ombuds Services) offers an independent, neutral, and confidential place where staff can talk privately and informally about addressing workplace concerns. We listen and support your efforts to build communication and collaboration. All private communications with this office are considered confidential and off-the-record. Ombuds Services will not disclose your identity or any personally identifiable information to anyone outside this office with two exceptions:

- 1) Disclosure is necessary to address an imminent risk of serious harm.
- 2) You give your permission for Ombuds Services to share information that you provide.

No audio or video recordings will be taken of any conversations involving Ombuds Services/DR for UNM Staff without the written consent of everyone involved.

Independent, Impartial, Confidential, and Informal Process

Ombuds Services follows the International Ombudsman Association (IOA) Standards of Practice: independence, impartiality, informality, and confidentiality.

Ombuds Services does not provide legal advice and is not a substitute for anyone's lawyer, representative, or counselor. You may wish to consult a lawyer or other appropriate resource with respect to protecting your legal rights and understanding your responsibilities under the law.

Ombuds Services is not a channel for reporting a claim against UNM. The Compliance Office is the central intake agency for all formal complaints against the university. The Office of Equal Opportunity and Internal Audit Department also address complaints.

Ombuds Services does not receive notice on behalf of UNM and is a strictly confidential resource for staff.

All visitors to Ombuds/DR Services for Staff agree to the terms of the *Privacy Agreement* provided here for review.