



OMBUDSMAN

UNIVERSITI SAINS MALAYSIA



YOU SHOULD KNOW THAT:-

- The Ombudsman does not make decisions.
- The Ombudsman does not make any changes to University laws and orders.
- The Ombudsman does not change policies and procedures.
- The Ombudsman does not take sides in a dispute
- The Ombudsman does not accept notice of claims against the University.
- The Ombudsman does not intervene in any criminal and police related matter.
- The Ombudsman does not intervene in any matter that has been brought to civil court.

CONTACT

The Ombudsman Office
First Floor, Kompleks Eureka
Universiti Sains Malaysia
11800 USM, Penang

Tel : 04-653 3089
Email : khairul@ombudsman-usm.my
Appointment : 04-6533122

AREAS THAT NORMALLY BE REFERRED TO USM OMBUDSMAN OFFICE

The Ombudsman Office can assist you with any work related issues, including:

- Staff / Student Dispute
- Discipline
- Discrimination
- Ethics & Values
- Fear of Retaliation
- Work Harassment
- Interpersonal Conflicts
- Performance and Promotion Appraisals
- Personnel policies, procedures & practices
- Safety
- Team and individual conflicts
- Termination
- Unfair Treatment
- Violation of the law
- Working Conditions & Workplace Issues.

Introduction USM OMBUDSMAN OFFICE

USM strives to create a work environment that embodies the happiness, integrity, quality, respect, accountability, teamwork and sustainability values and endeavours to ensure all the University Staff and Students are treated with dignity, respect, honesty and fairness.



USM believes that by resolving issues and concerns and minimizing complaints at the earliest stage, the above values are achievable.

The USM Ombudsman Office is created as an alternate channel of communication for all University's Staff and Students to discuss and seek guidance about University workplace concerns. The Staff and Students who discuss the matter with Ombudsman Office do so with the strict confidence and express understanding that the communications with the Ombudsman Office remain confidential.

4 PRINCIPLES OF THE OMBUDSMAN OFFICE

INDEPENDENT

The Ombudsman Office and the Ombudsman him/herself are independent from other department/unit/PTJ within the University eco-system.

NEUTRAL AND IMPARTIAL

The Ombudsman is neutral, impartial, and unaligned.

CONFIDENTIAL

The Ombudsman holds all communications with those seeking assistance in strict confidence and takes all reasonable steps to safeguard confidentiality.

INFORMAL

The Ombudsman function on an informal basis.

There is no formal file or form for the complainant or the Ombudsman himself to fill in.

OMBUDSMAN
Universiti Sains Malaysia

HOW CAN THE OMBUDSMAN OFFICE HELPS YOU

The Ombudsman helps clarify issues and try to resolve conflicts by referring you to appropriate departments/offices and assisting you in developing options.

The Ombudsman helps you to decide your next steps by identifying alternatives and discussing pros and cons.

The Ombudsman informally looks into a situation and make recommendations.

The Ombudsman individually talks with each person involved to help resolve his/her issue.

The Ombudsman helps bring people together to discuss the University issues and resolve disputes.

