Western University of Health Sciences | College of Pharmacy
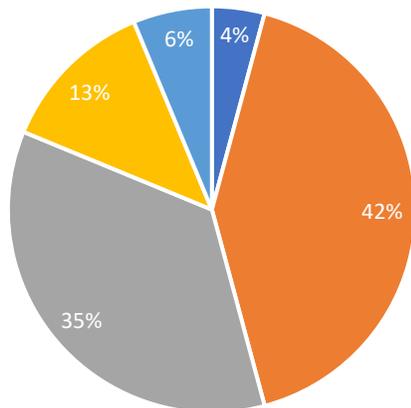
Who We Serve

The Western University of Health Sciences College of Pharmacy Ombuds Office served all College faculty, academic and research staff, graduate students, and other trainees. Upon request, the Office also met with professional students and institution-wide constituents.

Total visitors served was 48.
Total visits was 111.

OUR PRINCIPLES

Confidentiality
The Ombuds does not keep records and will never disclose the names or concerns of its visitors, without permission. The only exception being when the Ombuds believes there is an imminent risk of physical harm.

Impartiality
The Ombuds does not take sides in any dispute, but rather advocates for a fair process and equitable results.

Informality
The Ombuds listens, offers information about College policies, procedures and resources, and presents a range of options for resolving problems. With permission, the Ombuds will facilitate communication or mediate a dispute. The Ombud does not arbitrate, adjudicate, or participate in formal procedures. If a visitor would like to pursue a formal process, the Ombuds will direct them to the appropriate office.
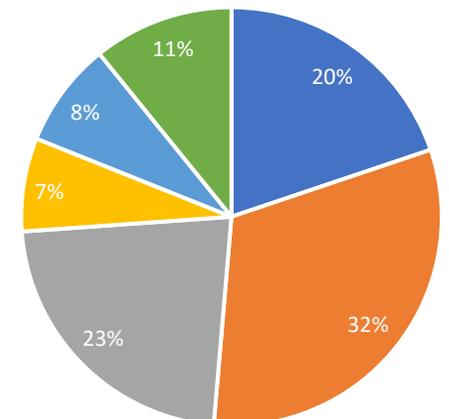
Independence
Meeting with the Ombuds does not give official notice to the College and functions independently from all College administrative authorities and processes. The Ombuds has sole authority to manage the budget and operations of the office.

Summary of Concerns

Major categories of visitor-reported concerns included general workplace issues, power imbalance issues, interpersonal issues, policy identification/interpretation, inquiry/assistance/navigation with formal processes, and other areas of concerns. Some concerns were addressed in one visit while others necessitated longitudinal tracking and follow-up.

Visitors Served

- Administrators 4%
- Faculty 42%
- Staff 35%
- Students 13%
- Trainees 6%

Concerns Discussed

- Interpersonal 20%
- Workplace 32%
- Power Imbalance 23%
- Policy 7%
- Formal Process 8%
- Other 11%