The Ombuds Office: Its Purpose

• Offers confidential and informal assistance to university faculty and staff who have concerns relating to or affecting their work.

• Provides a safe place for people to talk off the record to express concerns and identify options for addressing them.
Principles of the Ombuds Office

Operates under the Code of Ethics and Standards of Practice of the International Ombudsman Association:

• Independence
• Confidentiality
• Neutrality
• Informality
Ombuds Office Services

Does Not:

- Make decisions for others
- Provide legal advice or psychological counseling
- Serve as agent of notice for Northeastern
- Advocate for any individual
- Participate in formal adjudicative or investigative processes

Does:

- Listen carefully
- Identify and explain relevant University policies
- Connect visitors to resources
- Help people explore options
- Coach people for difficult conversations
- Conduct informal mediation
- Consult with the University about broad trends
Ombuds Contact Information

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Office Hours
Monday/Wednesday, 8:30 am – 5:30 pm
Thursday, 8:30 am – 12:30 pm