

CONTACT INFORMATION



KAREN O'MALLEY
karen.ombuds@gmail.com

The Ombuds office is located in 161, Maternity Hospital Building. The phone number is 314-660-2089; the email address is karen.ombuds@gmail.com. The website address is ombuds.wusm.office.edu. Although no specific office hours are designated, an initial phone or e-mail contact will result in a prompt response or a rapid arrangement of a mutually convenient time for a longer meeting or phone conversation. Given the limits of technology, confidentiality cannot be ensured in email communication. Visitors are advised against sending sensitive information via email.

* 161 Maternity, Ombuds Office



Information Governing University Policies at Washington University

Much information is available both in print and on line. The sources below may be helpful.

<https://wustl.edu/about/compliance-policies/>

<https://medicine.wustl.edu/info/current-students/>

<https://mdstudentaffairs.wustl.edu/>

<https://md.wustl.edu/contact/medical-student-education/>

<https://mdstudentaffairs.wustl.edu/student-group/medical-student-government-msg/>

<https://wusmhealth.wustl.edu/>

Information about Ombuds Services

International Ombudsman Association

<http://www.ombudsassociation.org/>

<https://ombuds.med.wustl.edu/medical-student-information/>

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The Office of the Ombuds

at

*Washington University School of
Medicine*

*exists to hear and attempt to
resolve, both confidentially and
informally, work-related concerns
and issues of medical students at
the School of Medicine.*

Washington University School of Medicine Ombuds Office

The Medical Student Ombuds

The Ombuds Office is staffed by long time member of the University community, Karen O'Malley, Professor of Neuroscience.

Independence

The Ombuds Office is not associated with any other University office. It is not a part of and does not report to Human Resources, General Counsel or the Executive Faculty. The Ombuds is appointed to her position by the Dean of the School of Medicine but she is not part of that office.

What Concerns Come to the Office?

Ombuds offices commonly listen to concerns that may be unpleasant personally, that interfere with productive work, or that raise ethical or legal questions. Concerns or issues may involve co-workers or team members, senior or junior colleagues, supervisors or subordinates. Abusive conduct (bullying), communication problems, authorship issues, and conflicts of interest are not uncommon. Perceived discrimination, unfair treatment, and lack of appropriate recognition illustrate concerns that may lead to a visit with the Ombuds.

What the Ombuds Office Can Do

The mission of the Office is to provide a *confidential* place for medical students to voice concerns, acquire information, and consider ways to solve problems. The Ombuds listens and may suggest various options, both informal and formal, for responding to or resolving concerns, complaints, or disputes. The Ombuds may offer communications coaching or may help in drafting a letter if that seems appropriate. With your permission, the Ombuds may make informal inquiries on your behalf or gather the perspectives of others in similar circumstances. The Ombuds may suggest referrals to other University offices or, with your permission, serve in the capacity of mediator. The Ombuds also provides information to University officials, including the Executive Committee of the Faculty Council, on general trends and patterns of complaints to prevent such problems from escalating or recurring.

What the Ombuds Office Cannot Do

The Ombuds cannot receive notice on behalf of the University or require any person at the University to take action to resolve issues brought to the Ombuds' attention. The Ombuds Office cannot give you legal advice, nor can it testify on your behalf in legal proceedings. The Ombuds Office cannot take part in formal appeal or grievance procedures; it will not undertake formal investigations; and it cannot become involved in a case if formal proceedings have already begun. The Office will try to find answers to questions and in doing so may undertake informal inquiries to the extent that it has your permission. Because the Ombuds Office maintains a neutral position, it cannot serve as an advocate, although it can provide constructive and supportive advice.