

Office of the Ombudsperson



**Don't know the rules?
We can help!**

Typical concerns brought to the Ombudsperson:

- ◆ Academics (grading disputes, testing procedures, instructor/student misunderstandings)
- ◆ Disagreements/ misunderstandings with College policy
- ◆ Human or legal rights violation
- ◆ Discrimination
- ◆ Cultural conflicts
- ◆ Reporting unethical behavior
- ◆ Harassment



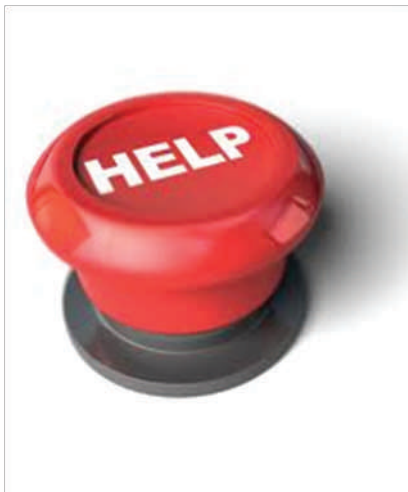
Ombudsperson contact information:

Dawson College
Office of the Ombudsperson
Michèle Pallett
3040 Sherbrooke Street West
Room 2E.7-2
Westmount, Quebec H3Z 1A4
T. 514.931.8731 ext. 1191
F. 514.931.1864

mpallett@dawsoncollege.qc.ca
www.dawsoncollege.qc.ca/ombudsperson



facebook.com/dawsonombuds



The mandate of the Ombudsperson is to:

- ◆ promote fair and equitable treatment for all Dawson students within the College.
- ◆ hear complaints pertaining to procedures and policies.
- ◆ promote a constructive informal approach to conflict resolution.
- ◆ provide students with a source of information about policies, rights and avenues of redress.
- ◆ suggest to the appropriate parties changes or improvements to College rules and procedures.
- ◆ listen to you and answer your questions or help you find someone who can review your options.
- ◆ be impartial.



The role of the Ombudsperson is to:

- ◆ provide an independent and confidential service.
- ◆ gather information related to student concerns and facilitate or mediate a solution.
- ◆ access student records and other documents within the constraints of law and College policy in order to fulfill the functions of the office.



The Ombudsperson will assist you with:

- ◆ grievance recourse.
- ◆ grade review.
- ◆ harassment.
- ◆ direction on procedures or regulations affecting you.
- ◆ appeal procedures for either academic or disciplinary matters.
- ◆ mediation.

Do you:

- ◆ have a problem at Dawson and do not know how to proceed?
- ◆ feel you have been treated unfairly?
- ◆ need information about policies or procedures at Dawson?
- ◆ need someone to mediate between individuals in the College?
- ◆ think that the College has made an error regarding your case?
- ◆ need information about grievance procedures and your rights at Dawson?
- ◆ feel that you are the victim of harassment or discrimination?
- ◆ have suggestions about improving the College?

