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:

Louise J. Shiller, M.Ed.
Ombudsperson
Dawson College
3040 Sherbrooke Street West
Room 4E.02
Westmount, Quebec H3Z 1A4
T. 514.931.8731 ext. 1191
F. 514.931.1864

ishiller@dawsoncollege.qc.ca
ombudsperson@dawsoncollege.qc.ca

www.dawsoncollege.qc.ca/ombudsperson
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 may assist 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?

Consult the Ombudsperson!