

Boston University Office of the Ombuds
930 Commonwealth Ave
Boston MA, 02215
(617) 358-5960



Date: 30 August 2022

To: All New Faculty

From: Francine Montemurro,
Boston University Ombuds

Riley Barrar,
Associate Ombuds

Re: Welcome to BU

Hello and welcome to Boston University! Attached is a pdf version of our office brochure which has basic information about the ombuds function at BU. You can find additional information on our [website](#). You can also feel free to contact us for additional information at 617-358-5960 or at ombuds@bu.edu

We look forward to meeting many of you at the new faculty orientation and at the gathering at Provost Morrison's home afterwards. For now, we wish you a fantastic start to the fall semester and much happiness and success in the years to come.

**Confused?
Conflicted?
Don't know where else to turn?**



**Welcome
to the
Office of
the Ombuds.**

**There's a place at Boston University
where you can talk to someone in
complete confidence about whatever's
on your mind.**

BU Office of the Ombuds

**www.bu.edu/ombuds
ombuds@bu.edu**

On the Charles River Campus
930 Commonwealth Avenue, 1st Floor
617-358-5960

On the Medical Campus
Solomon Carter Fuller Building at
85 East Newton Street, Suite 818
617-358-7645

Where to turn
when you don't know where to turn.



BU Office of the Ombuds



CONFIDENTIAL. We offer a safe and confidential resource for you to air a concern, discuss a problem, or seek assistance about any issue related to life, work, or study at Boston University. We hold communication in strict confidence and do not disclose confidential information unless we are given permission to do so. The only exception is where there appears to be an imminent risk of serious harm.

INFORMAL. Any conversation you have with the Ombuds is considered off-the-record. We do not make decisions on behalf of the University or participate in formal grievance proceedings. However, we can help you assess whether filing a formal complaint or grievance is the best course of action.

INDEPENDENT. We are independent in function and structure. The office operates outside existing administrative structures and reports directly to the President of Boston University for administrative and budgetary purposes.

IMPARTIAL. Ombuds are third-party neutrals. In other words, we do not take sides in a dispute or provide representation the way an attorney or union steward would. We consider the interests of all parties, provide an objective assessment, and look for solutions that are mutually agreeable and equitable.



A FIRST STEP. Confidentiality is the heart of the Ombuds function. The Office provides a strict promise of confidentiality that allows you to have off-the-record conversations about highly sensitive issues. If you contact us, you do not have to tell us your name or any identifiable information. Talking to the Ombuds can be a good and “safe” first step in thinking through a concern, identifying options, or if you just don’t know where to turn for help.



Office of the Ombuds

Boston University is an equal opportunity, affirmative action institution. The Boston University Office of the Ombuds is an informal resource and is not authorized to receive notice of claims against Boston University.