



## Guidelines for the Administration of Ombudsperson Services

Developed in collaboration with the Maryland Office of the Attorney General

May 7, 2018

## A Joint Resolution

A Joint Resolution  
of the University System of Maryland Student Council (USMSC),  
Council of University System Staff (CUSS), and  
Council of University System Faculty (CUSF)  
to the Chancellor of USM  
to Provide Ombudsperson Services  
to Students, Staff, and Faculty

F C F- , 20, 2017

Be it resolved that:

- 1) Each USM institutions will make available to the students, staff, and faculty ombudsperson services.
- 2) Where possible these services will be consistent with the recommended policies and practices of the International Ombudsman Association or a similar association.
- 3) Each USM institution will develop an implementation plan. The development of the implementation plan should be done in consultation with constituent groups including shared governance. The plan will be reviewed by the Chancellor or his designated appointee. The Chancellor will review the ombudsperson services provided as part of his yearly evaluation of the Presidents as specified under Section III of BOR Policy: VII - 5.00 (Policy on Performance Evaluation of the Chancellor and the Institution Presidents of the University System of Maryland).