

Las Positas College

Ombuds

The Ombuds (also known as an “ombudsman” or “ombudsperson”) at Las Positas College will be an identified employee(s) who is committed to serve as a neutral and an impartial conflict resolution practitioner. The Ombuds will have no formal decision-making authority or disciplinary responsibilities. The Ombuds will serve as the initial point of contact for students who encounter challenges or difficulties while navigating the college environment and will be responsible for identifying the proper resource at the college. Furthermore, the Ombuds will facilitate the first connection or contact with the appropriate college entity or employee. The goal of the Ombuds is to ensure the rights and interests of all parties to the dispute are considered with the goal of achieving a fair outcome in accordance with applicable policies, procedures, laws, and regulations. The inability to achieve a fair outcome may result in the student being referred to the grievance or complaint process.

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