Response to Allegation of Mistreatment - Resolution Process

**Student experiences mistreatment**

- **Ombudsperson***
  *student may choose to begin with Course or Clerkship Director or Student Affairs Deans, depending on the nature of the concern and their comfort level

  - Hears Concern, Provides Advice, Develops Plan

  - **Mistreatment by resident**

  - **Mistreatment by faculty, staff, administrator, or fellow student**

    - Informal Resolution
      - Conflict resolution coaching
      - Shuttle diplomacy

    - Formal Resolution
      - Conflict Resolution Council

  - Criminal Act or Egregious Policy Violation

    - Report to ECU Police or appropriate BSOM/ECU office

- GME Office handles through Just Culture algorithm

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The role of the ombudsperson should be to listen, coach, and inform the students about the existing policies for resolution of a concern. The ombudsperson should indicate to the student, up front, that some issues cannot be held in confidence thus giving the student the option of directly reporting to university offices assigned responsible for that issue (e.g. criminal behavior). The ombudsman should report aggregate data that can serve to shape policy but not individual incident reports. The Ombudsperson serves as a confidential and impartial entry point in the process of effectively managing concerns of student mistreatment.