

Office of the Ombudsperson

The ombudsperson serves as a neutral third party providing assistance to students who have University-related complaints of a non-legal nature. The ombudsperson and most of the office staff are students. The ombudsperson is authorized to investigate grievances involving both academic and nonacademic concerns and recommend corrective measures. Examples of types of cases the ombudsperson handles include complaints about grades, parking, financial aid, registration, adds and drops, refunds, residency, housing, and scholastic probation and dismissal. Any case considered inappropriate may be declined by the ombudsperson. All assistance provided by the office is confidential and is available by phone or in person.

The University of Texas at Austin General Information Catalog 2005-2006, p.114