Excerpt from President Caputo’s C-GRAM #52, March 19, 2003

I would like to let everyone know of the assistance available through the **Ombuds office**. A most effective way to resolve a variety of disputes, concerns and grievances is through an informal process. The Ombuds office-one of the resources available to the entire Pace community, including students, staff and faculty-does just that. The office will inform you of your options, mediate disputes and, in the course of pursuing a concern or complaint, conduct informal investigations. The Ombuds office is particularly effective as a means of early intervention because it is independent and maintains strict confidentiality, two attributes which Pace thoroughly supports. Should the office require information from you, please cooperate fully, knowing that your confidentiality is ensured, and share whatever information or materials are deemed necessary. The office does not share the names of those who use the services, and the only records kept are of aggregated data. If you have any concerns, complaints or conflicts that require confidentiality and possibly mediation, I encourage you to contact the Office of the **University Ombuds, Dr. John Barkat**, at extension 1111. Look for the Ombuds Office's new Web site, which will be posted on the Pace home page this spring.