INTERNATIONAL OMBUDS ASSOCIATION

Uniform Reporting Categories

1 COMPENSATION & BENEFITS

Questions, concerns, issues or inquiries about the equity, appropriateness and competitiveness of employee compensation, benefits and other benefit programs.

- **1.a Compensation** (rate of pay, salary amount,job salary classification/level)
- **1.b Payroll** (administration of pay, check wrong or delayed)
- **1.c Benefits** (decisions related to medical, dental,life, vacation/sick leave, education, worker'scompensation insurance, etc.)
- **1.d Retirement, Pension** (eligibility, calculation of amount, retirement pension benefits)
- **1.e Other** (any other employee compensation or benefit not described by the above subcategories)

2 EVALUATIVE RELATIONSHIPS

Questions, concerns, issues or inquiries arising between people in evaluative relationships (i.e. supervisor-employee, faculty-student.)

- **2.a Priorities, Values, Beliefs** (differences about what should be considered important – or most important – often rooted in ethical or moral beliefs)
- **2.b Respect/Treatment** (demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.)
- **2.c Trust/Integrity** (suspicion that others are notbeing honest, whether or to what extent onewishes to be honest, etc.)
- **2.d Reputation** (possible impact of rumors and/or gossip about professional or personal matters)
- **2.e Communication** (quality and/or quantity of communication)
- **2.f Bullying, Mobbing** (abusive, threatening, and/or coercive behaviors)
- **2.g Diversity-Related** (comments or behaviors perceived to be insensitive, offensive, or intolerant on the basis of an identity-related difference such as race, gender, nationality, sexual orientation)
- **2.h Retaliation** (punitive behaviors for previous actions or comments, whistleblower)
- **2.i Physical Violence** (actual or threats of bodilyharm to another)
- **2.j Assignments/Schedules** (appropriateness or fairness of tasks, expected volume of work)
- **2.k Feedback** (feedback or recognition given, or responses to feedback received)
- **2.l Consultation** (requests for help in dealing with issues between two or more individuals they supervise/teach or with other unusual situations in evaluative relationships)
- **2.m Performance Appraisal/Grading** (job/academic performance in formal or informal evaluation)
- **2.n Departmental Climate** (prevailing behaviors, norms, or attitudes within a department for which supervisors or faculty have responsibility.)
- **2.o Supervisory Effectiveness** (management of department or classroom, failure to address issues)
- **2.p Insubordination** (refusal to do what is asked)
- **2.q Discipline** (appropriateness, timeliness, requirements, alternatives, or options for responding)
- **2.r Equity of Treatment** (favoritism, one or more individuals receive preferential treatment)
- **2.s Other** (any other evaluative relationship not described by the above sub-categories)

3 PEER AND COLLEAGUE RELATIONSHIPS

Questions, concerns, issues or inquiries involving peers or colleagues who do not have a supervisory–employee or student–professor relationship (e.g., two staff members within the same department or conflict involving members of a student organization.)

- **3.a Priorities, Values, Beliefs** (differences about what should be considered important – or most important – often rooted in ethical or moral beliefs)
- **3.b Respect/Treatment** (demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.)
- **3.c Trust/Integrity** (suspicion that others are not being honest, whether or to what extent one wishes to be honest, etc.)
- **3.d Reputation** (possible impact of rumors and/or gossip about professional or personal matters)
- **3.e Communication** (quality and/or quantity of communication)
- **3.f Bullying, Mobbing** (abusive, threatening, and/or coercive behaviors)
- **3.g Diversity-Related** (comments or behaviors perceived to be insensitive, offensive, or intolerant on the basis of an identity-related difference such as race, gender, nationality, sexual orientation)
- **3.h Retaliation** (punitive behaviors for previous actions or comments, whistleblower)
- **3.i Physical Violence** (actual or threats of bodily harm to another)
- **3.j Other** (any peer or colleague relationship not described by the above sub-categories)

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4 CAREER PROGRESSION AND DEVELOPMENT

Questions, concerns, issues or inquiries about administrative processes and decisions regarding entering and leaving a job, what it entails, (i.e., recruitment, nature and place of assignment, job security, and separation.)

- **4.a Job Application/Selection and Recruitment Processes** (recruitment and selection processes, facilitation of job applications, short-listing and criteria for selection, disputed decisions linked to recruitment and selection)
- **4.b Job Classification and Description** (changes or disagreements over requirements of assignment, appropriate tasks)
- **4.c Involuntary Transfer/Change of Assignment** (notice, selection and special dislocation rights/benefits, removal from prior duties, unrequested change of work tasks)
- **4.d Tenure/Position Security/Ambiguity** (security of position or contract, provision of secure contractual categories)
- **4.e Career Progression** (promotion, reappointment, or tenure)
- **4.f Rotation and Duration of Assignment** (noncompletion or over-extension of assignments in specific settings/countries, lack of access or involuntary transfer to specific roles/assignments, requests for transfer to other places/duties/roles)
- **4.g Resignation** (concerns about whether or how to voluntarily terminate employment or how such a decision might be communicated appropriately)
- **4.h Termination/Non-Renewal** (end of contract, non-renewal of contract, disputed permanent separation from organization)
- **4.i Re-employment of Former or Retired Staff** (loss of competitive advantages associated with re-hiring retired staff, favoritism)
- **4.j Position Elimination** (elimination or abolition of an individual's position)
- **4.k Career Development, Coaching, Mentoring** (classroom, on-the-job, and varied assignments as training and developmental opportunities)
- **4.l Other** (any other issues linked to recruitment, assignment, job security or separation not described by the above sub-categories)

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5 LEGAL, REGULATORY, FINANCIAL AND COMPLIANCE

Questions, concerns, issues or inquiries that may create a legal risk (financial, sanction etc.) for the organization or its members if not addressed, including issues related to waste, fraud or abuse.

- **5.a Criminal Activity** (threats or crimes planned, observed, or experienced, fraud)
- **5.b Business and Financial Practices** (inappropriate actions that abuse or waste organizational finances, facilities or equipment)
- **5.c Harassment** (unwelcome physical, verbal, written, e-mail, audio, video psychological or sexual conduct that creates a hostile or intimidating environment)
- **5.d Discrimination** (different treatment compared with others or exclusion from some benefit on the basis of, for example, gender, race, age, national origin, religion, etc.[being part of an Equal Employment Opportunity protected category – applies in the U.S.])
- **5.e Disability, Temporary or Permanent, Reasonable Accommodation** (extra time on exams, provision of assistive technology, interpreters, or Braille materials including questions on policies, etc. for people with disabilities)
- **5.f Accessibility** (removal of physical barriers, providing ramps, elevators, etc.)
- **5.g Intellectual Property Rights** (e.g., copyright and patent infringement)
- **5.h Privacy and Security of Information** (release or access to individual or organizational private or confidential information)
- **5.i Property Damage** (personal property damage, liabilities)
- **5.j Other** (any other legal, financial and compliance issue not described by the above sub-categories)

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6 SAFETY, HEALTH, AND PHYSICAL ENVIRONMENT

Questions, concerns, issues or inquiries about Safety, Health and Infrastructure-related issues.

- **6.a Safety** (physical safety, injury, medical evacuation, meeting federal and state requirements for training and equipment)
- **6.b Physical Working/Living Conditions** (temperature, odors, noise, available space, lighting, etc)
- **6.c Ergonomics** (proper set-up of workstation affecting physical functioning)
- **6.d Cleanliness** (sanitary conditions and facilities to prevent the spread of disease)
- **6.e Security** (adequate lighting in parking lots, metal detectors, guards, limited access to building by outsiders, anti-terrorists measures (not for classifying "compromise of classified or top secret" information)
- **6.f Telework/Flexplace** (ability to work from home or other location because of business or personal need, e.g., in case of man-made or natural emergency)

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6.g Safety Equipment (access to/use of safety equipment as well as access to or use of safety equipment, e.g., fire extinguisher)
6.h Environmental Policies (policies not being followed, being unfair ineffective, cumbersome)
6.i Work Related Stress and Work–Life Balance (Post Traumatic Stress, Critical Incident Response, internal/external stress, e.g. divorce, shooting, caring for sick, injured)
6.j Other (any safety, health, or physical environment issue not described by the above sub-categories)

7 SERVICES/ADMINISTRATIVE ISSUES

Questions, concerns, issues or inquiries about services or administrative offices including from external parties.

7.a Quality of Services (how well services were provided, accuracy or thoroughness of information, competence, etc.)
7.b Responsiveness/Timeliness (time involved in getting a response or return call or about the time for a complete response to be provided)
7.c Administrative Decisions and Interpretation/Application of Rules (impact of non-disciplinary decisions, decisions about requests for administrative and academic services, e.g., exceptions to policy deadlines or limits, refund requests, appeals of library or parking fines, application for financial aid, etc.)
7.d Behavior of Service Provider(s) (how an administrator or staff member spoke to or dealt with a constituent, customer, or client, e.g., rude, inattentive, or impatient)
7.e Other (any services or administrative issue not described by the above sub-categories)

8 ORGANIZATIONAL, STRATEGIC, AND MISSION RELATED

Questions, concerns, issues or inquiries that relate to the whole or some part of an organization.

8.a Strategic and Mission-Related/ Strategic and Technical Management (principles, decisions and actions related to where and how the organization is moving)
8.b Leadership and Management (quality/capacity of management and/or management/leadership decisions, suggested training, reassignments and reorganizations)
8.c Use of Positional Power/Authority (lack or abuse of power provided by individual's position)
8.d Communication (content, style, timing, effects and amount of organizational and leader's communication, quality of communication about strategic issues)
8.e Restructuring and Relocation (issues related to broad scope planned or actual restructuring and/or relocation affecting the whole or major divisions of an organization, e.g. downsizing, off shoring, outsourcing)
8.f Organizational Climate (issues related to organizational morale and/or capacity for functioning)
8.g Change Management (making, responding or adapting to organizational changes, quality of leadership in facilitating organizational change)
8.h Priority Setting and/or Funding (disputes about setting organizational/departmental priorities and/or allocation of funding within programs)
8.i Data, Methodology, Interpretation of Results (scientific disputes about the conduct, outcomes and interpretation of studies and resulting data for policy)
8.j Interdepartment/Interorganization Work/Territory (disputes about which department/organization should be doing what/taking the lead)
8.k Other (any organizational issue not described by the above sub-categories)

9 VALUES, ETHICS, AND STANDARDS

Questions, concerns, issues or inquiries about the fairness of organizational values, ethics, and/or standards, the application of related policies and/or procedures, or the need for creation or revision of policies, and/or standards.

9.a Standards of Conduct (fairness, applicability or lack of behavioral guidelines and/or Codes of Conduct, e.g., Academic Honesty, plagiarism, Code of Conduct, conflict of interest)
9.b Values and Culture (questions, concerns or issues about the values or culture of the organization)
9.c Scientific Conduct/Integrity (scientific or research misconduct or misdemeanors, e.g., authorship; falsification of results)
9.d Policies and Procedures NOT Covered in Broad Categories 1 thru 8 (fairness or lack of policy or the application of the policy, policy not followed, or needs revision, e.g., appropriate dress, use of internet or cell phones)
9.e Other (Other policy, procedure, ethics or standards issues not described in the above sub-categories)