

Consider talking with your Ombudsperson when you...

- ☞ need someone to lend a listening ear
- ☞ want to explore options to improve your situation at work
- ☞ seek clarification on policies, practices or procedures
- ☞ experience a work-related situation that is awkward or bothering you
- ☞ think you may have been treated unfairly
- ☞ desire assistance with the Grievance Procedure
- ☞ need help in resolving conflict with a co-worker, supervisor or a group of people



Additional Contact Information

Office of Equal Opportunity

James R. Robinson, Director of Equal Opportunity
James Madison Administrative Complex (JMAC) 2
1017 Harrison St.
MSC 5802
(540) 568-6991
oeo@jmu.edu

Student Ombudsperson

Dr. Jim McConnell, AVP, Student Life
Taylor Hall, Room 300
285 Warren Service Drive
MSC 3534
(540) 568-6468
mconnjw@jmu.edu

Ombudsperson Contact Information

Cathy Thomas, Employee Ombudsperson
HR Service Center
University Services Building, 181 Patterson St.
(next to the Warsaw Ave. Parking Garage)
MSC 7009, Room 204N
(540) 568-3967 (Direct Line)
Fax: (540) 568-7916
thomasce@jmu.edu

James Madison University
Human Resources

GETTING TO KNOW YOUR EMPLOYEE OMBUDSPERSON



Cathy Thomas
(540) 568-3967
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GETTING TO KNOW YOUR EMPLOYEE OMBUDSPERSON

An Ombudsperson is...

someone who helps employees problem-solve when workplace issues arise.

JMU's Employee Ombudsperson

offers informal, confidential help for employees. A place where employees find a safe haven to voice their concerns, organize their thoughts and figure out options. Facts are objectively considered and ideas are offered to resolve one's issue or conflict. Legal advice and counseling are not services offered by the Employee Ombudsperson.

Your Employee Ombudsperson strives to:

- ☞ treat others fairly with respect and empathy
- ☞ investigate issues informally
- ☞ determine the validity of an issue
- ☞ analyze problems
- ☞ recommend actions needed to achieve resolution
- ☞ refer employees to appropriate campus resources
- ☞ insure consistency with policy and regulations
- ☞ maintain privacy

Your Employee Ombudsperson

Cathy Thomas has been a member of the JMU community for over 30 years. She began a managerial career at JMU soon after graduating from Madison College in 1978. In 2000 she joined the HR Recruitment Team and then HR Management Services in 2004. The HR Service Center and the Employee Ombudsperson's role was created in 2007. Prior to the development of the HR Service Center, Cathy Thomas supported both managers and employees as their Management Services Representative. As Ombudsperson, her role now is to offer informal, impartial help for employees who want their problems addressed privately.

Let's Talk

A visit or phone call to your Employee Ombudsperson can be a good first step if you do not know where to turn or how to approach a situation.

Please call ahead to arrange a visit to insure adequate time to discuss your situation. Phone calls are welcome anytime and there are no fees or charges for services.



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www.jmu.edu/humanresources/hrsc/ombudsperson