



**INTERNATIONAL OMBUDSMAN ASSOCIATION**  
**Reporting Categories**

**2015**

**Questions, Concerns, Issues or Inquiries  
where Information or Options are Explored**

Category	of	Percent	Comments
<b>3 Peer and Colleague Relationships</b> 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).			
<b>Sub-total</b>	<b>59</b>	<b>6.0%</b>	
3.a <b>Priorities, Values, Beliefs</b> ( <i>differences about what should be considered important - or most important –often rooted in ethical or moral beliefs</i> )	5	8%	
3.b <b>Respect, Treatment</b> ( <i>demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.</i> )	18	31%	
3.c <b>Trust, Integrity</b> ( <i>suspicion that others are not being honest, whether or to what extent one wishes to be honest, etc.</i> )	10	17%	
3.d <b>Reputation</b> ( <i>possible impact of rumors and/or gossip about professional or personal matters</i> )	1	2%	
3.e <b>Communication</b> ( <i>quality and/or quantity of communication</i> )	14	24%	
3.f <b>Bullying, Mobbing</b> ( <i>abusive, threatening, and/or coercive behaviors</i> )	4	7%	
3.g <b>Diversity-Related</b> ( <i>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</i> )	0	0%	
3.h <b>Retaliation</b> ( <i>punitive behaviors for previous actions or comments, whistleblower</i> )	5	8%	
3.i <b>Physical Violence</b> ( <i>actual or threats of bodily harm to another</i> )	0	0%	
3.j <b>Other</b> ( <i>any peer or colleague relationship not described by the above categories</i> ) Please specify below: Other 1: Other 2: Other 3:(add additional rows, if necessary)	2	3%	
<b>4 Career Progression and Development</b> 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.)			
<b>Sub-total</b>	<b>134</b>	<b>13.5%</b>	
4.a <b>Job Application, Selection and Recruitment Processes</b> ( <i>recruitment and selection processes, facilitation of job applications, short-listing and criteria for selection, disputed decisions linked to recruitment and selection</i> )	5	4%	
4.b <b>Job Classification and Description</b> ( <i>changes or disagreements over requirements of assignment, appropriate tasks</i> )	9	7%	
4.c <b>Involuntary Transfer, Change of Assignment</b> ( <i>notice, selection and special dislocation rights/benefits, removal from prior duties, unrequested change of work tasks</i> )	3	2%	
4.d <b>Tenure-Position Security, Ambiguity</b> ( <i>security of position or contract, provision of secure contractual categories), Career Progression (Promotion, Reappointment, or Tenure)</i> )	7	5%	
4.e <b>Career Progression</b> ( <i>promotion, reappointment, or tenure</i> )	31	23%	
4.f <b>Rotation and Duration of Assignment</b> ( <i>non-completion 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</i> )	2	1%	
4.g <b>Resignation</b> ( <i>concerns about whether or how to voluntarily terminate employment or how such a decision might be communicated appropriately</i> )	16	12%	
4.h <b>Termination/Non-Renewal</b> ( <i>end of contract, non-renewal of contract, disputed permanent separation from organization</i> )	23	17%	
4.i <b>Re-employment of Former or Retired Staff</b> ( <i>loss of competitive advantages associated with re-hiring retired staff, favoritism</i> )	1	1%	
4.j <b>Position Elimination</b> ( <i>elimination or abolition of an individual's position</i> )	2	1%	
4.k <b>Career Development/Coaching/Mentoring</b> ( <i>classroom, on-the-job, and varied assignments as training and developmental opportunities</i> )	28	21%	

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4.l <b>Other</b> (any other issues linked to recruitment, assignment, job security or separation not described by the above categories) Please specify below:	7	5%	
Other 1:			
Other 2:			
Other 3:(add additional rows, if necessary)			
<b>5 Legal, Regulatory, Financial and Compliance</b> 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.			
<b>Sub-total</b>	<b>27</b>	<b>2.7%</b>	
5.a <b>Criminal Activity</b> (threats or crimes planned, observed, or experienced, fraud)	0	0%	
5.b <b>Business and Financial Practices</b> (inappropriate actions that abuse or waste organizational finances, facilities or equipment)	3	11%	
5.c <b>Harassment</b> (unwelcome physical, verbal, written, e-mail, audio, video, psychological or sexual conduct that creates a hostile or intimidating environment)	6	22%	
5.d <b>Discrimination</b> (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.]	6	22%	
5.e <b>Disability, Temporary or Permanent, Reasonable Accommodation</b> (extra time on exams, provision of assistive technology, interpreters, or Braille materials including questions on policies, etc. for people with disabilities)	6	22%	
5.f <b>Accessibility</b> (removal of physical barriers, providing ramps, elevators, etc.)	0	0%	
5.g <b>Intellectual Property Rights</b> (e.g., copyright and patent infringement)	2	7%	
5.h <b>Privacy and Security of Information</b> (release or access to individual or organizational private or confidential information)	0	0%	
5.i <b>5.i. Property Damage</b> (personal property damage, liabilities)	0		
5.j <b>Other</b> (any other legal, financial and compliance issue not described by the above categories) Please specify below:	4	15%	
Other 1:			
Other 2:			
Other 3:(add additional rows, if necessary)			
<b>6 Safety, Health, and Physical Environment</b> Questions, concerns, issues or inquiries about Safety, Health and Infrastructure-related issues.			
<b>Sub-total</b>	<b>20</b>	<b>2.0%</b>	
6.a <b>Safety</b> (physical safety, injury, medical evacuation, meeting federal and state requirements for safety training and equipment)	5	25%	
6.b <b>Physical Working/Living Conditions</b> (temperature, odors, noise, available space, lighting, etc)	1	5%	
6.c <b>Ergonomics</b> (proper set-up of workstation affecting physical functioning)	1	5%	
6.d <b>Cleanliness</b> (sanitary conditions and facilities to prevent the spread of disease)	0	0%	
6.e <b>Security</b> (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)	1	5%	
6.f <b>Telework, Flexplace</b> (ability to work from home or other location because of business or personal need, e.g., in case of man-made or natural emergency)	0	0%	
6.g <b>Safety Equipment</b> (access to/use of safety equipment as well as access to or use of safety equipment, e.g., fire extinguisher)	0	0%	
6.h <b>Environmental Policies</b> (policies not being followed, being unfair ineffective, cumbersome)	0	0%	

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6.i <b>Work Related Stress and Work-Life Balance</b> (Post-Traumatic Stress, Critical Incident Response, internal/external stress, e.g. divorce, shooting, caring for sick, injured)	11	55%	
6.j <b>Other</b> (any safety, health, or physical environment issue not described by the above categories) Please specify below: Other 1: Other 2: Other 3:(add additional rows, if necessary)	1	5%	
<b>7 Services/Administrative Issues</b> Questions, concerns, issues or inquiries about services or administrative offices including from			
<b>Sub-total</b>	<b>28</b>	<b>2.8%</b>	
7.a <b>Quality of Services</b> (how well services were provided, accuracy or thoroughness of information, competence, etc.)	4	14%	
7.b <b>Responsiveness, Timeliness</b> (time involved in getting a response or return call or about the time for a complete response to be provided)	1	4%	
7.c <b>Administrative Decisions and Interpretation, Application of Rules</b> (decisions about requests for academic or administrative services, e.g., exceptions to policy deadlines or limits, refund requests, appeals of library or parking fines, application for financial aid, etc.)	18	64%	
7.d <b>Behavior of Service Provider(s)</b> (how an administrator or staff member spoke to or dealt with a constituent, customer, or client, eg., rude, inattentive, or impatient)	5	18%	
7.e <b>Other</b> (any services or administrative issue not described by the above categories) Please specify below: Other 1: Other 2: Other 3:(add additional rows, if necessary)	0	0%	
<b>8 Organizational, Strategic, and Mission Related</b> Questions, concerns, issues or inquiries that relate to the whole or some part of an organization.			
<b>Sub-total</b>	<b>100</b>	<b>10.1%</b>	
8.a <b>Strategic and Mission-Related, Strategic and Technical Management</b> (principles, decisions and actions related to where and how the organization is moving)	11	11%	
8.b <b>Leadership and Management</b> (quality/capacity of management and/or management/leadership decisions, suggested training, reassignments and reorganizations)	20	20%	
8.c <b>Use of Positional Power, Authority</b> (lack or abuse of power provided by individual's position)	11	11%	
8.d <b>Communication</b> (content, style, timing, effects and amount of organizational and leader's communication, quality of communication about strategic issues)	9	9%	
8.e <b>Restructuring and Relocation</b> (issues related to broad scope planned or actual restructuring and/or relocation affecting the whole or major divisions of an organization, eg. downsizing, offshoring, outsourcing)	1	1%	
8.f <b>Organizational Climate</b> (issues related to organizational morale and/or capacity for functioning)	21	21%	
8.g <b>Change Management</b> (making, responding or adapting to organizational changes, quality of leadership in facilitating organizational change)	9	9%	
8.h <b>Priority Setting and/or Funding</b> (disputes about setting organizational/departmental priorities and/or allocation of funding within programs)	8	8%	
8.i <b>Data, Methodology, Interpretation of Results</b> (scientific disputes about the conduct, outcomes and interpretation of studies and resulting data for policy)	0	0%	
8.j <b>Interdepartment, Interorganization Work, Territory</b> (disputes about which department/organization should be doing what/taking the lead)	7	7%	
8.k <b>Other</b> (any organizational issue not described by the above categories) Please specify below:	3	3%	

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Other 1:			
Other 2:			
Other 3:(add additional rows, if necessary)			
<b>9 Values, Ethics, and Standards</b> 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.			
<b>Sub-total</b>	<b>14</b>	<b>1.4%</b>	
9.a <b>Standards of Conduct</b> (fairness, applicability or lack of behavioral guidelines and/or Codes of Conduct, e.g., Academic Honesty, plagiarism, Code of Conduct, conflict of interest)	6	43%	
9.b <b>Values and Culture</b> (questions, concerns or issues about the values or culture of the organization)	6	43%	
9.c <b>Scientific Conduct, Integrity</b> (scientific or research misconduct or misdemeanors, e.g., authorship; falsification of results)	1	7%	
9.d <b>Policies and Procedures NOT Covered in Broad Categories 1 thru 8</b> (fairness or lack of policy or the application of the policy, policy not followed, or needs revision, eg., appropriate dress, use of internet or cell phones)	0		
9.e <b>Other</b> (Other policy, procedure, ethics or standards issues not described in the above categories) Please specify below:	1	7%	
Other 1:			
Other 2:			
Other 3:(add additional rows, if necessary)			
<b>TOTAL</b>		<b>989</b>	