



**OFFICE OF THE OMBUDSPERSON
TERMS OF REFERENCE**

**APPROVED BY: OMBUDSPERSON LEADERSHIP COMMITTEE
EFFECTIVE: FEBRUARY 25, 2026**

SCOPE:

The Ombudsperson is an independent, impartial, accessible, informal and confidential resource for members of the SAIT community. The Ombudsperson is not an advocate for members of the SAIT community, Saita or SAIT, but rather an advocate for due process and fairness.

The Ombudsperson carries out the duties and functions of the Office independently and has the sole discretionary authority to manage, respond to, resolve, and investigate concerns brought forward to the Office in the manner the Ombudsperson sees fit. The Ombudsperson shall hold no other position within SAIT which might compromise the Ombudsperson's impartiality and independence.

The Ombudsperson promotes:

- Fairness, equity, and respect
- Clear policies, procedures, rules, and processes
- Reasonable promptness in decision making
- Adequate communication as to the criteria used and reasons for a decision

The Office is not meant to replace established channels of support, review or appeal, but may be used if a member of the SAIT community needs assistance in identifying where to go, would prefer to discuss a problem with a neutral party, or has already gone through formal processes and believes they were treated unfairly.

The Ombudsperson may not impose remedies or sanctions, enforce any policy, rule or procedure, or act as another level of appeal or review. However, the Ombudsperson may make recommendations with regard to resolving issues/concerns or improving policies, procedures, rules or processes.

The Ombudsperson acts in accordance with the International Ombudsman Association Code of Ethics and Standards of Practice and keeps professionally current by pursuing continuing education and professional training opportunities.

An issue/concern brought forward to the Ombudsperson, whether formally or informally, does not constitute a formal notification to SAIT for legal purposes.

The Ombudsperson reports administratively to the Vice-President of Student Affairs and External Relations and receives strategic advice and direction from the Ombudsperson Leadership Committee (the Committee).

These Terms of Reference will be reviewed every three years by the Ombudsperson and the Committee. The Terms of Reference can be reviewed at any time if deemed necessary by the Ombudsperson or the Committee.