

*M.D. Anderson Cancer Center  
Ombuds Office*

*Comparison of Ombuds Office to other Institutional Services*

<b>Role</b>	<b>Ombuds</b>	<b>EAP</b>	<b>Human Resources</b>	<b>Ethics</b>	<b>Compliance</b>	<b>Trainees/Fellows*</b>
<b>Focus</b>	Provide options and consultation for any work-related conflict or issue. Mediate and negotiate. Explore options for conflict resolution. Serve as office of both first and last resort.	Provide counseling consultation for personal problems.	Provide leadership, strategy, policies and practices with respect to people and services.	Prevent ethical violations. Address ethical violations.	Respond to allegations of unlawful behavior and violations of Institutional Code of Conduct	Recruit trainees and fellows and manage Human Resources' functions for trainees. Manage confidentiality and requirements for students and trainees. Ensure compliance of educational and training programs with requirements of federal outside agencies. Maintain records of students and trainees.
<b>Designated Neutral</b>	Yes Institutionally designated Neutral Office	No (can be an advocate for employee)	No (Chief HR Officer)	No (Chief Ethics Officer)	No (Chief Compliance Officer)	No (Leadership for specific organizational functions)
<b>Confidentiality</b>	Yes (except when the Ombuds Office determines there is imminent risk of serious harm or injury.)	Yes (with some limits)	Yes (with some limits)	Protects the source (if possible)	Yes (with some limits)	Protects privacy
<b>Conducts Investigations</b>	No	No	Yes	Yes	Yes	Yes
<b>Make or Modify Policy</b>	No	Maybe	Yes	Yes	Yes	Yes

\*Trainee & Alumni Affairs  
School of Health Sciences  
Graduate School Biomedical Sciences