



March 24, 2020

Attached below is a copy of Chancellor Ivan Hinderaker's letter, written in 1968, establishing the Office of the Ombuds at the University of California, Riverside (UCR) and appointing John Coleman as the first UCR Ombuds. Please note that there have been a few changes to the Office of the Ombuds over the years. The name has evolved. Also, while campus community members seek help in addressing UCR-related concerns from the Ombuds Office, it does not formally receive or investigate complaints on behalf of the University. Nevertheless, the core message of this letter still rings as true today as it did in 1968. Let us continue the endeavor of "humanizing the UCR campus, making it a viable and responsible institution of people."

Andrew Larratt-Smith
Campus Ombuds
University of California, Riverside

For more information on the UCR Office of the Ombuds, please visit ombuds.ucr.edu

AB - Job description
History

Office of the Chancellor
Riverside, California

November 20, 1968

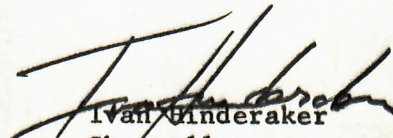
DEANS, DIRECTORS, DEPARTMENT CHAIRMEN, AND ADMINISTRATIVE OFFICERS

It has occurred to me that the traditional and normal procedures whereby we hear suggestions and complaints from students are not adequate. It is important that we hear student suggestions and complaints if we are to work towards humanizing the UCR campus, making it a viable and responsible institution of people. For these reasons, I am hereby instituting a more formal means of handling student complaints and suggestions.

First, I am distributing copies of the enclosed form so that students may formally register their complaints or suggestions. I am asking each of you to make sure that all of your offices have these forms available and in clear view of students. Every effort should be made to encourage students to use these forms if they have comments about any University office.

Secondly, I have asked John Coleman, Counselor in the Dean of Students Office, if he would serve as an administrative ombudsman, investigating the suggestions and complaints made about administrative matters. I am asking that students who have suggestions and complaints make these known to Mr. Coleman via these forms. I am asking Mr. Coleman to explore with students the full nature of their complaint or suggestion, and then to explore the same with the administrative office or officer concerned. Hopefully, the problems brought to his attention can be resolved at that level. However, should this not be the case, I have asked Mr. Coleman, depending on the administrative office involved, to pursue this matter with the appropriate Vice Chancellor.

I hope that all of you will join with me in attempting to make UCR the best possible University campus, and to this end, you will give Mr. Coleman your full support and cooperation.


Ivan Binderaker
Chancellor

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