

## Options for creating a record of complaint

Visitors to the Ombuds Office sometimes say “I just want to get something ‘on record’ about...” However, the Ombuds Office does not keep records. The Ombuds Office provides an impartial, confidential, and informal approach to conflict resolution. It functions independently of administrative channels or formal complaint procedures where keeping records are the norm. Therefore, if the goal is to establish a record, another option is needed.

The following guidelines provide a number of options to assist individuals in creating a record of a complaint or a problem:

1. Write a careful account, date it, have it notarized, seal it, and send it to:
  - a. your attorney, or
  - b. yourself, or
  - c. a friend via certified mail (without opening it)
  - d. a friend via email
2. Write a letter to yourself indicating that you spoke with someone from the Ombuds Office about your complaint on a specific day. (We will neither confirm nor deny this.)
3. Keep a log in a dated, bound logbook (of the scientific variety)
4. Talk with or send a tape, certified mail, to a friend, family member, etc. describing the problem.
5. Talk with a medical counselor, colleague, or reliable friend who will keep a dated note about the conversation.
6. Tell a friend, acquaintance, or colleague who would be willing to testify later that you told him/her about the problem.
7. Give a dated, sealed letter to a trusted friend, colleague, or administrator with the understanding that the letter is to keep, but not open or read – unless/until you say otherwise.