

The Ombuds Office was established by the Town to help people navigate the challenges of living and working in Chapel Hill. We do this by helping people tell their story in a way that it can be heard, and by identifying options, strategies and resources that help people thrive.

## How do I contact the Ombuds Office?

**Jim Huegerich** | [jhuegerich@townofchapelhill.org](mailto:jhuegerich@townofchapelhill.org)  
**Beth Vazquez** | [bvazquez@townofchapelhill.org](mailto:bvazquez@townofchapelhill.org)

Phone: 919-265-0806  
Website: [www.townofchapelhill.org/ombuds](http://www.townofchapelhill.org/ombuds)

308 W. Rosemary St., #202  
(between Pantana Bobs and Breadmens)  
Chapel Hill, NC 27514



**Responsibility**

**Equity**

**Safety**

**Professionalism**

**Ethics**

**Communication**

**Teamwork**

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## Here to listen



**Learning, serving and working together to build a community where people thrive**

**Town of Chapel Hill  
Office of the Ombuds**

[ombuds@townofchapelhill.org](mailto:ombuds@townofchapelhill.org)  
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919-265-0806



## Our Core Principles

### Listening

- Successful listening means not just understanding the words or the information being communicated, but also understanding how the speaker feels about what they're communicating.

### Confidentiality

- Ensures identities and concerns discussed with the Ombuds Office will not be shared with anyone. The most important thing about the Ombuds Office is that it is a safe place for you to tell your story.
- Please remember that e-mail is not appropriate for confidential communication.

### Independence

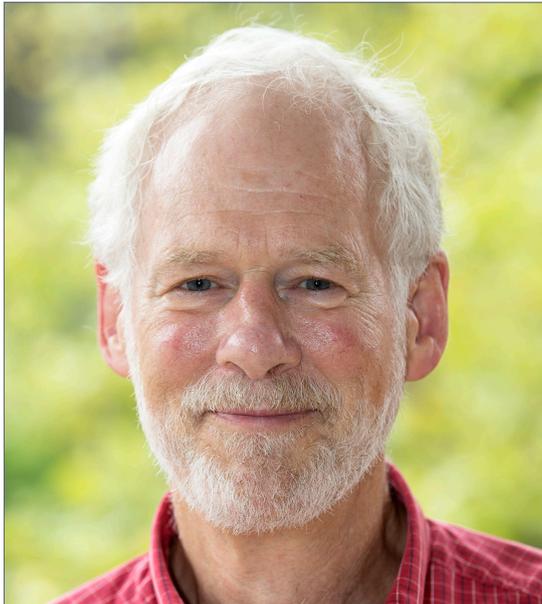
- The Ombuds Office is independent from influences, both internal and external to the Town.

### Informality

- The Ombuds Office is an informal resource that considers the interests and concerns of all members of our community. It encourages people to resolve problems at the lowest effective level before they escalate. The Ombuds Office can not participate in any formal grievance or appeal process.

### Impartiality

- The Ombuds Office does not take sides, but remains neutral considering the rights and interests of all parties involved in searching for a fair resolution to the problem.



**Jim Huegerich, Senior Ombuds**



**Beth Vazquez, Ombuds**

## What Can the Ombuds Do?

### The Ombuds Will:

- Listen to your concern
- Clarify Town/Departmental/Division policy
- Answer questions concerning appropriate channels
- Examine problems that have not been resolved by other offices
- Informally explore your concern
- Identify referrals to individuals who may be able to further address your concern
- Help define options that are available to you
- Recommend changes to Town policy, rules, or procedures that are outdated, unclear, or ineffective
- Open avenues of communication; facilitate conversations
- Offer a safe place to discuss your concerns

### The Ombuds Can Not:

- Advocate for you in any situation
- Take formal complaints
- Conduct formal investigations
- Maintain a file or folder on your situation
- Provide services such as counseling or case management
- Give you legal advice or act as your attorney
- Ensure any specific outcome
- Share your information with anyone
- Force you or coerce you into doing something

