



A Problem? ... How to Solve It!

Have a problem and don't know what to do?

First... Organize your thoughts. Identify your problem in one to five statements. Then identify facts or information supporting your concern. Finally, identify what might be acceptable solutions as you see the problem right now.

Second... Talk to the person most directly involved with your problem. State your concern clearly and concisely. Don't blame, but do ask for assistance in resolving your concern. Seek clarification and understanding of both sides of the issue. Listen. Perhaps new information will be provided which creates a different perspective on your problem or the resolutions you had considered acceptable. Make every effort to solve the problem at this level.

But what if that doesn't work?

First... Reorganize your thoughts. Is it still a problem or do you just not like the outcome? If it is still a problem, then define the problem, facts and acceptable solutions to include the new information you gathered from your first meeting.

Second... Make an appointment to meet with the immediate supervisor of the first person you talked with regarding your problem. Again, share your concern clearly and concisely. If your problem is a personal one with a friend or colleague, you may want to contact someone who can assist you by mediating the issue for you and the other person.

Remember...

Your purpose is to solve your problem. Avoid creating new problems. Make every effort to arrive at a mutually acceptable solution.

Need more ideas to help you solve your problem?

Refer to a UNK Handbook for help on who to contact or processes available for solving problems.

Refer to the UNK catalog or other policy manuals to gain understanding of the University's position on your concern if the problem relates to UNK policies, procedures or practices.

Ask a University representative to refer you to the appropriate office or

person to get assistance in resolving your problem.

Call the Office of the Ombudsperson to get assistance in resolving your problem or in referring you to the appropriate office or person to get your problem resolved.

Remember...

Problems are inevitable; however, you are capable of solving your problems. Each concern affords you an opportunity to build skills in problem-solving, negotiation, and conflict resolution. Learn who can help and work with that person to resolve your problem.

However, if you find yourself saying...

Now what do I do? I feel like I am going in circles. Something should be done!

Then...

Call the Ombudsperson for help. Your concerns may be directed to the Ombudsperson by appointment, walk-in, letter, telephone or e-mail.

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Comments? Contact the webmaster@unk.edu



Ombudsperson

[Contact Information](#)

The Ombudsperson is an impartial and independent party appointed to receive complaints and provide information and confidential assistance to help achieve resolution. The Ombudsperson is an information resource, offering guidance when you don't know where to begin or offering help when regular channels have failed. Services of the Ombudsperson do not replace formal grievance processes or other channels of redress open to students and employees. Rather, the Ombudsperson is an option that is confidential, informative, advisory and conciliatory in nature.

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Links

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Administration



Ombudsperson

Contact Information

Ombudsperson

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Ombudsperson Services

If you find yourself saying...

Now what do I do?

I am at the end of my rope.

How can I cut through the red tape?

Something should be done!

Who should I talk to?

I feel like I am going in circles!

How can I get this resolved?

...the Ombudsperson can help!

The Ombudsperson may assist any member of the University of Nebraska at Kearney community in the resolution of academic, administrative or personal problems that cannot otherwise be resolved equitably within existing mechanisms.

The Ombudsperson will seek to improve the academic and administrative processes of the University by discovering problems and recommending reforms.

The Ombudsperson may listen to, investigate, and seek to mediate and resolve complaints concerning academic or administrative policies, procedures, practices or decisions.

The Ombudsperson will make every effort to resolve problems as fairly and expeditiously as possible.

The Ombudsperson will consider all information to be confidential.

Contact the Ombudsperson when...

- you have a situation requiring help in communication or negotiation.
- you are unsure which policies, procedures or regulations apply in your situation.
- you believe a policy, procedure or regulation has been applied unfairly or erroneously to you.
- you have a complaint about an office or service at UNK.

- you want to discuss a sensitive issue in confidence.
- you are unsure of where to go or what options are open to you.

The Ombudsperson does not get involved when...

- you want legal advice or legal representation.
- you have a non-university related disagreement or problem.
- you want someone to represent you in a university grievance procedure.
- you want someone to advocate for you (take a side) in a dispute.

Services of the Ombudsperson are available to you if you are a member of the University community--student, staff, or faculty. Every effort is made to resolve your complaint promptly, impartially, and confidentially. Your concerns may be directed to the Ombudsperson by appointment, walk-in, letter, telephone, or e-mail.

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