



AN EARLY COLLEGE DISTRICT

# BROWNSVILLE

INDEPENDENT SCHOOL DISTRICT



# Ombudsman Services for BISD Employees

*Pursuant to policy DGBA (LOCAL)*

## GOAL:

The goal of mediation is to bring two parties together to try to resolve issues and ensure that the needs of all stakeholders are met in the best interest of all involved.

## BENEFITS OF MEDIATION:

Mutually satisfactory results

Improved communication

Establish mutual professional rapport

For more information contact:  
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*Courage is what it takes to stand up and speak.  
Courage is also what it takes to sit and listen.*

*- Winston Churchill*

## MEDIATION PROCESS:

An employee may request mediation to resolve a concern – Mediation Request Forms are located on the HR Webpage

External mediator will serve as ombudsman

Participants: employee, administrator, and mediator

Mediation session steps: introduction, presentation by each party, and discussion about potential resolution.

If an agreement/resolution is reached, the mediator will follow up with both parties to ensure that the resolution is implemented.

Neither party will be required to accept a proposed resolution

Entering into mediation does not prevent an employee from filing a formal complaint