

CONFLICT RESOLUTION OPTIONS FOR STUDENTS

OFFICE OF THE DEAN OF STUDENTS

The mission of the Office of the Dean of Students is to enhance, improve and promote the academic and personal success of McGill students. The Office upholds student rights and responsibilities, including the [Code of Student Conduct and Disciplinary Procedures](#) and the [Charter of Students' Rights](#).

The Dean of Students, Associate Dean of Students, or a Student Affairs Case Manager can advise on next steps for potential violations of a McGill policy or a violation of rights in the Charter of Students' Rights; provide direct referrals to other campus offices (e.g., Financial Aid, Academic Advising, International Student Services, etc.); and facilitate solutions for academic or non-academic issues.

Contact the Office of the Dean of Students if you:

- have a question or concern about **student rights and responsibilities**
- need help to facilitate a solution for an **academic or non-academic issue**
- need a **referral to support services** or wish to **express concern** for a student

Contact information

The Office of the Dean of Students
514-398-4990
deanofstudents@mcgill.ca
mcgill.ca/deanofstudents/

Student Affairs Case Manager
514-398-1881
casemanager@mcgill.ca

GRADUATE AND POSTDOCTORAL STUDIES

The Dean of Graduate and Postdoctoral Studies oversees graduate programs and postdoctoral experiences at McGill, while the Associate Deans of Graduate and Postdoctoral Studies are responsible for handling graduate student and postdoctoral affairs. The Associate Deans are also responsible for helping graduate students, postdocs, and their supervisors resolve problematic situations.

In addition, every department has an academic staff member, a Graduate Program Director (GPD), who is responsible for services to its graduate programs, students, and postdocs. Every department also has an administrative staff member, usually a Graduate Program Coordinator (GPC), who assists the GPD.

Contact Graduate and Postdoctoral Studies if you:

- need help to facilitate a solution for an **issue with your supervisor and/or department**
- have a question or concern regarding **graduate or postdoctoral education** at McGill

Contact information

Josephine Nalbantoglu
Dean of Graduate and Postdoctoral
Studies
514-398-1224
mcgill.ca/gps/contact/gps#Dean

**Associate Deans of Graduate and
Postdoctoral Studies**
associatedeans.gps@mcgill.ca
mcgill.ca/gps/contact/gps#Dean

For thesis and graduation inquiries: thesis.gps@mcgill.ca

For funding inquiries: graduatefunding.gps@mcgill.ca

For admissions and registration inquiries: [Service Point](#)

For program-specific inquiries: mcgill.ca/gps/contact/graduate-program

OFFICE OF THE OMBUDSPERSON

The Office of the Ombudsperson for Students offers independent, confidential, informal, and impartial dispute resolution services to all McGill students. The Ombudsperson is an advocate for a fair process and not an advocate for the individual or for the administration.

The Ombudsperson can provide information on University regulations, policies and procedures; identify and evaluate options; refer students to appropriate persons in order to resolve problems; and act as a facilitator between students and other members of the University community.

Contact the Ombudsperson if you:

- are unsure about which **policies or procedures** apply to your situation
- need help to **clarify a situation or circumstance** affecting you
- need help to facilitate **communication between you and a member of the University**

Contact information

Prof. Patricia Hewlin
Ombudsperson for Students
514-398-7059
ombudsperson@mcgill.ca
mcgill.ca/ombudsperson/

OFFICE FOR MEDIATION AND REPORTING

The Office for Mediation and Reporting (OMR) is responsible for receiving and responding to formal reports of discrimination, harassment, and sexual violence against members of the University community. The OMR provides confidential consultations to all members of the University community (students, staff, and faculty) and gives information on reporting processes as well as relevant University resources, support services, and training.

The OMR supports the development and implementation of policies and practices that are effective, trauma-informed, and procedurally fair to respond to incidents of harassment, discrimination, and sexual violence.

The work of the OMR is tied to two McGill policies:

1. [Policy on harassment and discrimination](#)
2. [Policy against sexual violence](#)

Contact the OMR if you:

- need non-judgmental **confidential consultations** on matters of harassment, discrimination, and sexual violence.
- are looking for information on **University resources and support services**, and make appropriate referrals.
- need to **file a report** related to harassment, discrimination and sexual violence against members of the McGill community.
- need **formal investigation and mediation** services.

Contact information

The Office for Mediation and Reporting
omr@mcgill.ca
mcgill.ca/omr/