



**AIMS**K-12  
COLLEGE PREP  
CHARTER DISTRICT

**Office of the Ombudsman  
Board Presentation August 29, 2023**

Eric Haar - Ombudsman  
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## Mission

The Office of the Ombudsman works independently as an intermediary to provide individuals with a confidential avenue to address complaints and resolve issues at the lowest possible level.

The Office proposes policy and procedural changes when systemic issues are identified.

# Ombudsman Department

**Eric Haar**

Ombudsman

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**Delicia Moghadam**

Employee Relations Coordinator

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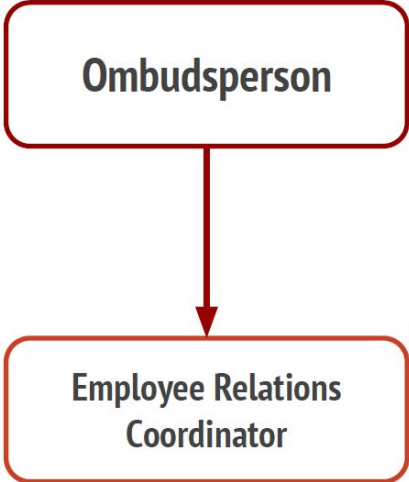
[employeesupport@aimsk12.org](mailto:employeesupport@aimsk12.org)

# Parent Outreach Efforts

- Attended new student orientation for all grades (in person for HS and virtually for ES and MS)
- Reminders to be sent through Parent Square

# AIMS Organizational Chart

## OFFICE OF OMBUDSPERSON



# How can the office of the Ombudsman help you?

## Eric

### 13 years of HR experience

Responsible for handling of complaints, grievances and investigations into allegations of malfeasance, retaliation, discrimination and harassment.

Title IX coordinator

## Delicia

### 20+ years of HR experience

Assists with employee questions and concerns regarding benefits, pay, all leaves of absences

Verifications of employment

Unemployment, Garnishments, Child Support

Workers Compensation Claims

- ▼ Elementary
- ▼ Middle School
- ▼ High School
- Employee Handbook
- 
- Wellness Masterclass
- Wellness Resources
- Bootcamp 2022
- Salary Schedules/Job Descriptions
- 
- K-12 Master Calendar
- K-12 Staff Directory
- 
- AIMS Main Site
- Admin Intranet

**Uniform Complaint Procedures (UCP)**

# UNIFORM COMPLAINT PROCEDURES (UCP)

[AIMS Uniform Complaint Form](#)

[AIMS Uniform Complaint Procedures](#)

[Contact AIMS District Ombudsperson](#)

WE ARE STRONGER TOGETHER, AND TOGETHER WE ARE





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AIMS prohibits unlawful discrimination (such as discriminatory harassment, intimidation, or bullying) against any student, employee, or other person participating in district programs and activities, including, but not limited to, those programs or activities funded directly by or that receive or benefit from any state financial assistance, based on the person's actual or perceived characteristics of race or ethnicity, color, ancestry, nationality, national origin, immigration status, ethnic group identification, age, religion, marital, pregnancy, or parental status, physical or mental disability, medical condition, sex, sexual orientation, gender, gender identity, gender expression, or genetic information, or any other characteristic identified in Education Code 200 or 220, Government Code 11135, or Penal Code 422.55 or equity or compliance with Title IX, or based on his/her association with a person or group with one or more of these actual or perceived characteristics (5 CCR 4610). Complaint forms are available on the district webpage at [ucp.aimsk12.org](http://ucp.aimsk12.org). You may contact the AIMS Ombudsperson via email at [here](#).



**Conflict Resolution:** The Ombudsman serves as a neutral and impartial party to help resolve conflicts between various members of the school community. By facilitating open communication and finding mutually acceptable solutions, the office reduces tensions and promotes healthy relationships.

**Improved Communication:** The Ombudsman acts as a bridge between different parties, helping to improve communication channels. This leads to better understanding, fewer misunderstandings, and a more collaborative atmosphere.

**Fairness and Equity:** The Ombudsman ensures that all individuals are treated fairly and equitably, addressing concerns related to discrimination, bias, or unequal treatment. This fosters a sense of inclusivity and belonging for everyone.

**Confidentiality and Privacy:** The confidential nature of the Ombudsman's role encourages people to speak openly about their concerns without fear of retaliation. This confidentiality builds trust and encourages individuals to seek resolution without hesitation.

**Prevention of Escalation:** By addressing issues at an early stage, the Ombudsman helps prevent conflicts from escalating into larger and more disruptive problems. This proactive approach supports a harmonious school environment.

**Empowerment:** The Ombudsman empowers individuals by helping them understand their rights, responsibilities, and available options. This empowerment leads to informed decision-making and better self-advocacy.

**Student Success:** A positive and supportive environment created by the Ombudsman's office directly contributes to students' academic success and overall well-being. When students feel heard and understood, they are more likely to thrive academically and emotionally.

**Parent-Teacher Collaboration:** The Ombudsman facilitates better collaboration between parents and teachers by addressing concerns and facilitating productive discussions. This collaboration enhances the educational experience for students.

**Continuous Improvement:** The Ombudsman's office collects feedback and data on recurring issues, enabling the school administration to make informed decisions for continuous improvement and policy development.

**Enhanced Reputation:** A school that prioritizes conflict resolution and open communication through the Ombudsman's office gains a positive reputation for its commitment to a respectful and inclusive community.

**Reduced Litigation Risk:** By providing an alternative avenue for resolving disputes, the Ombudsman's office can help reduce the likelihood of legal disputes, saving the school time, money, and reputation.

**Teacher Morale:** Teachers benefit from a supportive environment where their concerns are addressed, leading to higher job satisfaction and retention rates.

**Cultural Competence:** The Ombudsman can promote cultural competence by addressing cultural differences and sensitivities, helping the school community navigate diverse perspectives.

**Long-Term Positive Culture:** Over time, the presence of the Ombudsman's office can contribute to a positive and respectful school culture that prioritizes open dialogue, empathy, and cooperation.