

nEXO Ombudsperson Guide

This document summarizes reach and responsibilities of the nEXO Ombudspersons. Further information about the Ombudspersons reach and responsibility can be obtained from the [International Ombudsman Association](#). Training for the Ombudspersons will be provided (e.g. available from the International Ombudsman Association or some collaboration institutions).

The nEXO Ombudspersons provide confidential, informal, independent and impartial assistance for any nEXO collaborators on matters pertaining to collaboration values. The nEXO Ombudspersons are available to nEXO collaborators who are experiencing conflicts or disputes as part of their nEXO activities rather than with problems internal to an academic institution, which can usually be mediated by the appropriate offices in that institution (including the institutional ombudsperson). The nEXO Ombudspersons will work together with the collaborators who consult them to identify options for managing and resolving disputes/conflicts including providing counsel and connecting them with appropriate resources.

A nEXO Ombudsperson may report systemic issues or patterns of concern in the collaboration to the nEXO CoC committee and the Spokesperson but may do so only without disclosing individual names or other aspects that would identify parties. Confidentiality is a privilege of the nEXO Ombudspersons. The only circumstances for which there may be an exception to confidentiality is if the Ombudsperson is concerned by an imminent risk of serious harm, or if required by law. A nEXO Ombudsperson may also have mandatory reporting requirements at their home institution where their confidential role may not be recognized.

nEXO shall have two Ombudspersons from two different nEXO institutions, and nEXO collaborators can contact whichever Ombudsperson they feel is appropriate. The Ombudspersons will be nominated and elected by the full collaboration every 2 years.¹ The Ombudspersons will have a term of 2 years. To prevent recurring events and maintain institutional memory, the Ombudsperson are expected to keep a confidential log. Each ombudsperson may share the identity of the complainant with the other ombudspersons (current and future) only with explicit permission of the complainant.

The Ombudspersons are required to become familiar with the codes of conduct and diversity and inclusion policies at their institutions and with the organizational structure of the nEXO collaboration. Resources for these policies at all collaboration institutions will be available for the Ombudspersons and all collaborators. The familiarity will allow the Ombudspersons to provide current information about services, programs, policies and procedures. By having two nEXO Ombudspersons, it is expected that collaboration members will have access to an ombudsperson who is not from their home institution providing them with a confidential resource outside of their research group. Additionally, for matters arising within an institution,

¹ First election will include one Ombudsperson elected for a 1-year term and the other for a 2-year term.

nEXO collaborators are encouraged to seek out the ombudsperson or other resources at their home institutions.

At least one nEXO Ombudsperson should attend in-person collaboration meetings. If no Ombudsperson is able to attend the in-person collaboration meeting, members of the nEXO CoC standing committee will identify points of contact at the beginning of the meeting.

This document borrows from the LZ guide.