



Student Compliance Guide

University Policies and Resources

Snapshot as of August 1, 2026

Students are required to comply with all University policies, procedures, regulations, and requirements as set forth in this and other official University publications. The Office of Legal Affairs is responsible for maintaining University policies. The complete text of all referenced policies is available on the University's Policies and Procedures webpage, which serves as the authoritative source for the most current versions of University policies.

This publication is intended for informational and guidance purposes only and should not be construed as a comprehensive compilation of all University policies, procedures, or requirements. Additional policies, procedures, and operational requirements may be established and maintained by individual departments, colleges, schools, or academic programs. Students are responsible for complying with all applicable University and departmental requirements.

University Policies

Academic Dishonesty

Academic dishonesty is the giving, taking, or presenting of information or material by a student with the intent of unethically or fraudulently aiding oneself or another on any work which is to be considered in the determination of a grade or the completion of academic requirements. All members of the University community should work to actively deter academic dishonesty. We share the responsibility to report acts of apparent academic dishonesty. The Division of Academic Affairs is responsible for ensuring the adherence to the University's procedures should any student be charged with academic dishonesty.

Filing of and Response to Acts of Academic Dishonesty: Faculty should follow the Student Code of Conduct process for handling a potential violation. The University's jurisdiction and conduct processes shall be limited to behavior which occurs on University premises, at University-sponsored events, or at other off-campus locations if the conduct adversely affects the University community and/or the pursuit of its objectives as determined by university officials.

The University may impose sanctions for a finding of academic dishonesty, ranging from community service to suspension or expulsion. Please refer to the [Code of Student Conduct](#) to address any suspected act of academic dishonesty.

Acceptable Use

The purpose of this policy is to provide direction and guidance to members of the Fayetteville State University (University) community regarding safe and responsible use of university technology resources and to outline the standards of acceptable use members of the University community must abide by. To ensure these shared and University information resources are used effectively to further the University's mission, members of the University community must:

- Use information resources appropriately and efficiently.
- Respect the freedom and privacy of others.
- Protect the confidentiality, integrity, and availability of university information resources.
- Understand and fully abide by established University policies and applicable laws and regulations.

Behavioral Threat Assessment and Management

Threatening Behavior is defined as any threatening action that is the subject of criminal charges, whether occurring on-campus or off-campus, that indicates that an individual may pose a danger to the safety or well-being of any member of the University community, including the individual engaging in the threatening behavior, through acts of violence or other behaviors that may reasonably cause fear of or harm to persons or property or substantially interfere with or disrupt the educational mission of the University. These behaviors may be expressed or communicated orally, visually, in writing, electronically, or through any other means and may be considered threatening regardless of whether a direct threat is expressed or was received by the intended audience or believed by the intended audience. Reporting Members of the University community should report potential, imminent, or actual threats or violent behavior via email at TAT@uncfsu.edu. Reports may also be made as follows:

- Students - Reports regarding students may be reported to the Vice Chancellor for Student Affairs or the Director of Case Management.
- Employees - Reports involving employees may be reported to the Associate Vice Chancellor for Human Resources.

Reports involving threatening behavior that could result in serious bodily harm or death, should be immediately reported to the University's Department of Police and Public Safety at extension 1911. Additionally, as required by law or University policy, the following must be reported:

- Conduct which violates the University's Unlawful Discrimination, Harassment and Retaliation policy must be reported by Responsible Employees to the Office of Risk and Compliance.
- All Clery qualifying crimes (as defined by the Annual Security and Fire Safety Report) must be reported by Campus Security Authorities (CSA) to the Clery Officer
- A reasonable suspicion that a minor has experienced child abuse, neglect, or violent offense (as defined in North Carolina Statute (N.C.G.S.) §14-318.6) must be reported to the University's Department of Police and Public Safety and the Office of Risk and Compliance.
- A reasonable suspicion that a disabled adult is subject to abuse, neglect, or exploitation (as defined in N.C.G.S. § 108A-102) must be reported to the local Department of Social Services.

Code of Student Conduct

The University reserves the right to take necessary and appropriate action to protect the safety and well-being of its campus community. This Code applies to all undergraduate and graduate students as defined below. The University's jurisdiction and conduct processes shall govern behavior which occurs on university premises, at university- sponsored events or at other off-campus locations if the conduct adversely affects the University community and/or the pursuit of its objectives as determined by university officials.

Regarding misconduct on other UNC System constituent institution campuses, the Code applies to any University student cited or arrested by law enforcement authorities or cited by another constituent institution for engaging in misconduct, disruption, trespass, or other conduct creating a public safety threat to the student or others.

A student whose conduct has been found to be in violation of established University policies and regulations may also be subject to appropriate actions by individual University offices which may or may not give rise to a formal charge under the Code. In addition, an incident may result in criminal or civil charges as well as a University disciplinary action. Unless otherwise provided by law, University disciplinary proceedings and court proceedings may occur concurrently. University proceedings, investigations, and resolutions shall be prompt, fair, and impartial.

The University also reserves the right to dismiss any student prior to his or her enrollment by rescinding that student's admission, without a hearing, upon a finding of cause to do so. Such a finding shall be an administrative decision rendered by the Provost or the Vice Chancellor for Student Affairs or his or her designee.

Disruptive Behavior in the Classroom

Section 608 of The Code of the Board of Governors of the University of North Carolina (the "UNC Code") explicitly states that "all students shall be responsible for conducting themselves in a manner that helps to enhance an environment of learning in which the rights, dignity, worth and freedom of each member of the academic community are reported." The UNC Code further provides that "it shall be the duty of the chancellor to exercise full authority in the regulation of student affairs and student conduct and discipline."

Disruptive classroom behavior is also a violation of Fayetteville State University's Code of Student Conduct (Section III.B.5.e.) which defines disorderly conduct to include acting in a manner so severe, pervasive, and objectively offensive that it materially or substantially interferes with normal classroom procedures. This policy is intended as initial response before enforcing Section III.B.5.e. of the university's Code of Student Conduct ("Code") as it relates to

classroom conduct and to enforce the right of all students to receive instruction without interference by disruptive behavior from other students. This policy should be used as a first resort before referring conduct to the Dean of Students for a violation under Code. This policy is not intended to address behavior that poses an imminent threat or danger to the student or others.

Disruptive Behavior – As used in this policy, any student behavior that interferes with instruction and learning. Examples include, though are not limited to, the following:

- Failure to respect the rights of other students to express their viewpoints by behaviors such as repeatedly interrupting others while they speak, using profanity and/or disrespectful names or labels for others, ridiculing others for their viewpoints, and other similar behaviors;
- Excessive talking to other students while the faculty member or other students are presenting information or expressing their viewpoints;
- Use of cell phones and other electronic devices in violation of the class syllabus;
- Overt inattentiveness (sleeping, reading newspapers);
- Eating in class (except as permitted by the faculty member);
- Threats or statements that jeopardize the safety of the student and others;
- Failure to follow reasonable requests of faculty members; and/or
- Entering class late or leaving class early on a regular basis.

Faculty members have the right to clarify specific forms of disruptive behavior beyond those cited above.

The instructor may take the following actions in response to disruptive behavior. Students should recognize that refusing to comply with reasonable requests from the faculty member is another incidence of disruptive behavior.

1. Direct student to cease disruptive behavior.
2. Direct student to change seating locations.
3. Require student to have individual conference with faculty member. At his meeting the faculty member will explain the consequences of continued disruptive behavior.
4. Dismiss class for the remainder of the period. (Must be reported to department chair.)
5. Lower the student's final exam by a maximum of one-letter grade.
6. File a complaint with the Dean of Students for more severe disciplinary action.

Students who believe the faculty member has unfairly applied the policy to them may make an appeal with the faculty member's department chair/school associate dean.

Electronic Mail

Fayetteville State University provides to each student, free of charge, an electronic mail account (username@broncos.uncfsu.edu) that is easily accessible via the Internet. The university has established FSU email as the primary mode of correspondence between university officials and enrolled students. Information from FSU or FSU students pertaining to academic records, grades, bills, financial aid, and other matters of a confidential nature must be submitted via FSU email. The student is responsible for ensuring the mailbox remains available to receive notifications. FSU is not responsible for issues related to notifications that are not deliverable due to full mailboxes. Inquiries or requests from personal email accounts are not assured of a response.

Freedom of Speech and Expression

Fayetteville State University believes in the fundamental right of freedom of speech/expression as guaranteed under the First Amendment of the U.S. Constitution and Article 1, Section 14 of the North Carolina Constitution and will ensure its faculty, staff, and students the fullest degree of intellectual freedom and free speech/expression. As such, the University shall permit an individual to articulate opinions and ideas without interference, retaliation or punishment from the University if such speech/expression is lawful and does not materially and substantially disrupt the functioning of the University.

A “material and substantial disruption” includes, but is not limited to, any or all the following:

- Any action that qualifies as disorderly conduct under N.C.G.S. § 14-288.4;
- Any action that qualifies as a disruption under N.C.G.S. § 143-318.17;
- Any action in violation of a chancellor’s designation of a curfew period pursuant to N.C.G.S. § 116-212; or
- Any action that results in the individual receiving a trespass notice from law enforcement.

Additionally, the University will restrict speech/expression for an activity not protected by the First Amendment under State or federal law, including but not limited to, all the following:

- Expression that a court has deemed unprotected defamation.
- Unlawful harassment.
- True threats, which are defined as statements meant by the speaker to communicate a serious expression of intent to commit an act of unlawful violence to a particular individual or group of individuals.
- An unjustifiable invasion of privacy or confidentiality not involving a matter of public concern. Reasonable time, place, and manner restrictions on expressive activities, consistent with N.C.G.S. § 116300(4).

Any access to University property for purposes of free speech/expression activities shall be consistent with UNC Board of Governors' Free Speech and Free Expression Within the University of North Carolina policy and the University's Use of University Space policy.

The following University officials are responsible for ensuring compliance with this policy, the Board of Governors' Free Speech and Free Expression Within the University of North Carolina policy and Article 36 of Chapter 116 of the North Carolina General Statutes.

- General Counsel or Associate General Counsel Office of Legal Affairs (910) 672-1145
- Director of Student Conduct Office of Student Affairs (910) 672-1385

Hazing Policy

Fayetteville State University strictly prohibits all forms of hazing. The University is committed to fostering student organizations and activities that promote a positive and safe environment for both new and existing members. Any activity that endangers a student's physical, emotional, or psychological well-being is prohibited. University students who voluntarily consent to hazing, as well as those who inflict it, are subject to such action. The University will thoroughly investigate and take appropriate action in response to all reports of hazing.

Students and employees who witness or experience hazing are required to report it promptly. Hazing reports should be submitted to the Office of Student Conduct via the [Hazing Reporting Link](#).

For more information, please visit the Hazing Education website: uncfsu.edu/campus-life/hazing-education.

Illegal Drugs and Alcohol

Under Federal legislation entitled The Drug Free Workplace Act and The Drug Free Schools and Communities Act, the University has adopted and has implemented a program to prevent the use of illicit drugs and abuse of alcohol by students and employees. The University is committed to education, counseling, rehabilitation, and the elimination of illegal drug and alcohol abuse, as well as its determination to impose penalties in the event of a violation of state and federal drug laws and laws governing the use and sale of alcohol, the University has adopted this policy. The University offers alcohol and drug abuse education and counseling services available to members of the University community.

Involuntary Withdrawal

Fayetteville State University (University) is committed to the safety and welfare of its students and employees while maintaining a campus environment conducive to student learning, academic achievement, and respect for the rights and privileges of all members of its community. To protect members of the University community and preserve the integrity of its learning environment, it may become necessary to involuntarily withdraw or issue an interim involuntary withdrawal of a student who is engaging in behavior that either poses a significant danger of causing imminent physical harm or of directly and substantially impeding the lawful activities of other members of the campus community.

This Policy is intended to address serious observable behaviors exhibited by a student regardless of the student's disability status. This Policy should not be used to dismiss socially or politically "eccentric" students who have not otherwise engaged in behavior that poses a danger to others, or which substantially disrupts the campus community or its activities. This Policy represents an administrative process; it is not a disciplinary process. This Policy is not intended to be punitive and does not take the place of disciplinary action under the Code of Student Conduct (Code) or other policies, nor does it preclude the discipline of students because of violations of the Code or other policies. This Policy will be applied in a non-discriminatory manner consistent with applicable federal and state laws prohibiting discrimination based on disability and will be applicable to all University students who are enrolled in any classes at the University.

Individuals who have reason to believe that a University student may meet the standards for involuntary withdrawal are encouraged to make a report (Report), orally or in writing, to the Vice Chancellor for Student Affairs ("Vice Chancellor") or the Director of Case Management, or online using [Maxient](#), the Division of Student Affairs' online reporting system. The Director of Case Management will act as the Coordinator of the Involuntary Withdrawal process and as Chair of the Student Behavioral Assessment Team (SBAT), with whom the Coordinator will regularly consult.

A student will be subject to involuntary withdrawal if the student's behavior poses a significant danger of causing imminent physical harm or of directly and substantially impeding the lawful activities of other members of the campus community. This process requires an individualized assessment based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence. Additionally, a student will be subject to involuntary withdrawal if the student poses an actual risk to their own safety.

Religious Observances

Students shall be allowed a minimum of two (2) excused absences each academic year for religious observances required by the faith of the student. Such absences must be requested in accordance with the procedures in this Policy. The minimum of two (2) excused absences from classes for religious observances shall not be counted against any mandatory attendance requirements; however, beyond the minimum stated in this Policy, instructors shall maintain authority to establish and enforce the attendance policy for the courses they are teaching. Students shall be given the opportunity to make up tests and other work missed due to an excused absence for a religious observance.

Students shall not be relieved of their responsibility for any part of the course work required during their period of absence. Instructors may appropriately respond if a student fails to satisfactorily complete any alternative assignment or examination.

At least ten (10) calendar days prior to the date of the observance, a student shall complete the Religious Observance Request form and submit it to the Office of Risk and Compliance. The [Religious Observance Request](#) form is located on the University's Risk and Compliance website.

Student Education Records (FERPA)

The Family Educational Rights and Privacy Act of 1974 (aka the "Buckley Amendment" or "FERPA"), guarantees certain rights to university students regarding education records. Fayetteville State University ("University") adheres to those statutory rights and has implemented this policy to comply.

Specifically, students are afforded the following rights with respect to their educational records:

- The right to inspect and review the student's education records;
- The right to consent to disclosure of the student's education records to third parties, except to the extent that FERPA authorizes disclosure without consent;
- The right to request amendment of the student's education records to ensure that they are not inaccurate, misleading or otherwise in violation of the student's privacy rights;
- The right to be notified annually of the student's privacy rights under FERPA; and
- The right to file a complaint with the U.S. Department of Education concerning alleged failures by FSU to comply with the requirements of FERPA.

FSU provides official notice to students of their rights under FERPA by publishing such notice in the FSU Undergraduate and Graduate Catalogs and posting it at <http://www.uncfsu.edu/registrar>.

Title IX

Title IX is a federal law that protects people from discrimination based on sex in education programs or activities that receive federal funding. Discrimination under Title IX includes sex-based harassment and discrimination.

Prohibited Sexual Conduct

Fayetteville State University is committed to fostering safe and respectful university environments that better protect students, faculty, staff, and visitors from incidents of sex-based discrimination.

The Prohibited Sexual Conduct Policy addresses prohibited sexual conduct committed by a student against another student. Students who believe they have been subjected to an act of prohibited sexual conduct are encouraged to report the incident.

Please report concerns, incidents, and tips 24 Hours a day, 7 Days a week, 365 Days a Year. [Reporting Intake Form](#)

Fayetteville State University must protect you from discrimination and harassment based on pregnancy or pregnancy-related conditions. Please contact the Title IX Office if you feel that you have experienced such discriminatory conduct or need to request temporary modifications due to your pregnancy or pregnancy related condition.

Chief Title IX Coordinator

Elizabeth Hunt, JD

Collins Building, Office 201

Email: titleix@uncfsu.edu

Phone: (910) 672-2325

Unlawful Discrimination, Harassment and Retaliation

Fayetteville State University is committed to equality of educational opportunity and employment that is free from discrimination based on protected characteristics, harassment, and retaliation. No person, based on protected status, shall be excluded from participation in, be denied the benefits of, or be subjected to unlawful discrimination, harassment, or retaliation under any University program or activity.

To ensure compliance, the University has developed policies and procedures that provide for the prompt and equitable resolution of reports of unlawful discrimination, harassment, and retaliation. The University values and upholds the equal dignity of all members of its community and strives to balance the rights of all parties in the resolution process.

Discrimination constitutes any unlawful distinction, preference, or detriment to an individual as compared to others that is based on one of the characteristics protected by federal and state law or university policy, as listed in the University's Policy Statement on Non-Discrimination. Those protected characteristics include race, religion, color, national origin (including shared ancestry or ethnic characteristics), ethnicity, sex, pregnancy, childbirth or other related medical conditions, gender identity or expression, sexual orientation, age (40 or older), political affiliation, National Guard or veteran status, genetic information (including family medical history), or disability.

Harassment is a type of Discrimination that occurs when unwelcome verbal, physical, electronic, or other conduct based on protected characteristics is severe or pervasive enough to interfere with an individual's: (1) educational environment (e.g., admission, academic standing, grades, assignment); (2) work environment (e.g., hiring, advancement, assignment); (3) participation in a University program or activity (e.g., campus housing); or (4) receipt of legitimately-requested services (e.g., disability, pregnancy, religious accommodations), thereby creating Hostile Environment Harassment.

Retaliation is any adverse action or attempted adverse action that would discourage a reasonable person from engaging in protected activity. Protected activity includes an individual's actual or perceived: 1) participation in the reporting, investigation, or resolution of an alleged violation of this Policy; (2) opposition to policies, practices, or actions that the individual reasonably believes are in violation of the Policy; or (3) requests for accommodations on the basis of religion, pregnancy or related medical conditions, or disability.

The Office of Risk and Compliance has primary responsibility for administering this Policy and overseeing the University's investigation, response to, and resolution of all reports or complaints alleging unlawful discrimination, harassment or retaliation. Investigations will be conducted in an impartial, prompt, and fair manner.

Allegations of unlawful discrimination, harassment or retaliation should be reported to the Office of Risk and Compliance within 45 calendar days from the day of the last incident; however, there are limited circumstances that allow the Office of Risk and Compliance to extend this deadline. Individuals may report such allegations via email at compliance@uncfsu.edu or by completing the [Reporting Intake Form](#). The University may consolidate reports when the allegations arise from the same facts or circumstances or implicate a pattern, collusion, and/or other shared or similar actions.

Reports of failures to comply with approved student disability accommodations will be referred to the University's Student Disability Services Office and the Office of the Provost (for academic accommodations) for initial assessment and resolution. When the initial assessment indicates a failure to comply with an approved disability-related accommodation, an investigation will be conducted by the Office of Risk and Compliance.

The University is required to provide reasonable accommodations or modifications to ensure that individuals who are pregnant or have a pregnancy-related condition have equal access to educational programs and activities, including in the work environment. Reports related to discrimination based on pregnancy or pregnancy related conditions will be investigated by the Office of Risk and Compliance.

University Resources

Academic Rules

Fayetteville State University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate, masters, and doctorate level degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Fayetteville State University.

Fayetteville State University, in keeping abreast of ever-changing times, reserves the right to change, delete, or add to any part of this publication as it deems necessary for the good of the university. Every attempt will be made to keep changes to a minimum and to communicate changes to all students.

Accommodations

Students with disabilities may request accommodation necessary to give them equal access to a service, program, or facility. The university must provide reasonable accommodation unless it would result in an undue financial and administrative burden on the school; fundamentally alter the service, program, or activity; or pose a direct threat to the health or safety of others. Students with disabilities who need assistance in utilizing university services should register with the Counseling and Personal Development Center as soon as they are admitted to the university.

The Counseling and Personal Development Center oversees the Student Accessibility Services Program for the university. The university is committed to supporting the matriculation of all students without regard to sex, race, religion, or disability. The university continues to identify possible barriers for students with disabilities in attempts to reduce these barriers while increasing accessibility through the provision of reasonable accommodations.

To ensure maximum participation of our students with disabilities in the full educational experience, the Student Disability Services program coordinates and provides reasonable accommodations to students who qualify to receive these services. Student Accessibility Services are provided for free and confidentially in a welcoming atmosphere.

All accommodation review requests, for the purpose of determining eligibility and initiating processing, must begin with the student completing the process themselves, securely via the AS Registration AIMS Portal. Documentation sent by email, delivered in person, or otherwise handed in will not be reviewed, accepted, or considered submitted. Only submissions made and

completed through the AIMs Portal will be deemed sufficient and valid. Carefully review the university's [Documentation Guidelines](#), which serve as a standards rubric.

Annual Security and Fire Safety Report

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, otherwise known as the Clery Act, is a federal law that requires institutions of higher education to provide current and prospective students and employees, the public, and the Department of Education with crime statistics and information about campus crime prevention programs and policies.

FSU's Department of Police and Public Safety gathers reportable crime statistics from Campus Security Authorities and publishes them annually in our Annual Security and Fire Safety Report, in compliance with the requirements of the federal Clery Act. The Department of Police and Public Safety collects this anonymous statistical information from a wide range of campus officials defined by the Clery Act. The statistics include reports to campus officials of sexual offenses occurring on campus or at a university-owned or operated facility. Our annual report is available at www.uncfsu.edu/life-fsu/our-campus/campus-safety/annual-crime-reports, and a new edition becomes available each Fall.

An individual who wishes to discuss FSU's Annual Crime Reports should contact the following individual:

Tim Lloyd, Clery Compliance Officer/Accreditation Manager
Phone: 910.672.2462 | Email: tlloyd8@uncfsu.edu
www.uncfsu.edu/life-fsu/our-campus/campus-safety/clery-compliance

All students, staff, and campus community members are encouraged to utilize all campus safety tools, resources, and assistance found at www.uncfsu.edu/life-fsu/our-campus/campus-safety such as our FSU Live Save smartphone application (<https://www.uncfsu.edu/life-fsu/our-campus/campus-safety/livesafe>) and Bronco Alerts (<https://uncfsu.bbcportal.com/Entry?ReturnUrl=%2fHome>).

Campus Map

Refer to the campus map to navigate campus and locate offices.

[Campus Map](#)

Confidential Resources

Talk to someone in confidence. Under state and federal laws, and University policies, only certain individuals who have professional status are in legally protected roles that permit them to offer confidentiality to those who consult them. Students seeking confidential support and assistance can contact the resources below:

Counseling & Personal Development Center

Phone: 910-672-1222

Email: counselingservices@uncfsu.edu

Website: Counseling and Personal Development Center

Student Health Services

Phone: 910-672-1259

Email: healthservices2@uncfsu.edu

Website: Student Health Services

Financial Aid

Fayetteville State University seeks to ensure that qualified students will not be denied the opportunity to attend this university because of a lack of financial resources. The Office of Scholarships and Financial Aid, located on the lower floor of the Lilly Building, provides information and assistance to students applying for financial aid. Inquiries about financial aid should be directed to:

Office of Scholarships and Financial Aid

Fayetteville State University

1200 Murchison Road

Fayetteville, NC 28301-4298

910- 672-1325

800-368-4210

finaid@uncfsu.edu

Police and Public Safety

Fayetteville State University Police and Public Safety is a 24-hour-a-day, 7-day-a-week full-service law enforcement agency consisting of Administrative Services, Police Services, Investigations, Property Security, Traffic and Parking Enforcement, Emergency Management, Clery, and Telecommunications. Our sworn law enforcement has the authority to enforce federal, state, and local laws as well as the rules and regulations of Fayetteville State University. Police and Public Safety (PPS) have broader responsibilities to provide disaster preparedness/responses and the implementation of public safety initiatives within the FSU community.

Victim Assistance and Crime Prevention Offices provide specialized services, support and assistance, and may be reached at (910) 672- 1775 or by visiting the office.

University Ombudsman

The Ombuds Office at Fayetteville State University (FSU) provides an independent, confidential environment for faculty, staff, and students to discuss campus-related concerns or problems. The mission of the office is to listen, offer options, facilitate resolutions, informally investigate, or otherwise examine complaints, concerns, or inquiries about alleged acts, omissions, improprieties and/or broader systematic problems independently and impartially.

Please contact the Ombuds Office to schedule an appointment to discuss any campus-related concern or conflict.

Email: ombuds@uncfsu.edu

Website: uncfsu.edu/faculty-and-staff/divisions-departments-and-offices/division-of-legal-audit-risk-and-compliance/ombuds