



CONFLICT RESOLUTION RESOURCES

Lehigh University has established a variety of resources with multiple points of contact to assist individuals who are unable to resolve conflict. For faculty, staff, and student matters, the usual course is to contact first the department chair, then the appropriate person in the college dean's office, human resources, or student affairs. Alternative resources, as appropriate, include the ombudsperson, harassment policy officer, provost's office, internal audit office, and campus police. By referral, the office of the general counsel and trained internal or external mediators are available to assist department chairs with conflict situations.

Conflict involving faculty/staff/student matters:

- **Department Chairs**
- **College Deans and Associate Deans**
- **Human Resources Office** (Exempt and Nonexempt Staff)
 - (610) 758-3900
 - hr.lehigh.edu/
- **Student Affairs** (Undergraduate Students)
 - Dean of Students Office, Williams Hall
 - (610) 758-3890
 - studentaffairs.lehigh.edu/dos
 - Student Handbook: <https://studentaffairs.lehigh.edu/handbook>
- **Office of Research and Graduate Studies** (Graduate Students)
 - Graduate Student Life Office, 217 W. Packer Avenue
 - (610) 758-3648
 - <https://grad.lehigh.edu/>
- **Provost's Office**
Alumni Memorial Building
 - Deputy Provost for Faculty Affairs (610) 758-5923
 - Provost (610) 758-3605
 - <https://provost.lehigh.edu/>
 - Conflicts should be handled first by the appropriate office: College (for Student academic issues and Faculty), Human Resources (for Exempt and Nonexempt Staff), or Student Affairs (for Students). If warranted, the College, Human Resources, or Student Affairs will refer the problem to the Provost's Office.
- **Other Resources**
 - **Faculty Staff (or Employee) Assistance Program** provided by *Integrated Behavioral Health (IBH)*
 - 1-800-395-1616 (to talk with a counselor, available 24/7)
 - www.ibhcorp.com/ (for print resources, information)
 - Select: "Worklife" tab and link
 - Access information: Username: Lehigh Password: univ03

- **Ombudsperson:**
 - <https://www1.lehigh.edu/ombuds>
- **Mediation:**
 - Referrals available through Provost's Office, Human Resources Office, and Student Affairs
- **Harassment Informal Network:**
 - Harassment Policy:
 - lehigh.edu/~policy/university/harassment.html
- **Internal Audit:**
 - 616 Brodhead Avenue
 - (610) 758-5012
 - www.lehigh.edu/~iniao/
- **Ethics Hotline**
 - (610) 758-2500 (to report concerns anonymously and confidentially)
- **Campus Police:**
 - Jason D. Schiffer, Esq., Chief of Police
 - 321 E. Packer Ave
 - (610) 758-4200
 - police.lehigh.edu/
- **General Counsel:**
 - Issues should be handled first by the appropriate office: College (for Student academic issues and Faculty), Human Resources (for Exempt and Nonexempt Staff), or Student Affairs (for Students). If warranted, the College, Human Resources, or Student Affairs will refer the problem to the General Counsel.
 - Frank Roth, Esq.
 - Heather Hosfeld, Esq.
 - Alumni Memorial Building
 - (610) 758- 3572
 - lehigh.edu/~inogc/index.html

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