The Ombudsman Office and the Ombudsman are independent from other organizational entities.

The Ombudsman helps develop a range of responsible options to resolve problems and facilitate discussion to identify the best options.

The Ombudsman pursues professional training.

The Ombudsman Office and the Ombudsman have access to all information and all individuals in the organization, as permitted by law.

The Ombudsman has authority to select Ombudsman Office staff and manage Ombudsman Office budget and operations.

The Ombudsman holds all communications with those seeking assistance in strict confidence and takes all reasonable steps to safeguard confidentiality, including the following:

The Ombudsman prepares any data and/or reports in a manner that protects confidentiality.

3.7 The Ombudsman prepares any data and/or reports in a manner that protects confidentiality.

The Ombudsman has access to all information and all individuals in the organization, as permitted by law.

The Ombudsman has authority to select Ombudsman Office staff and manage Ombudsman Office budget and operations.

The Ombudsman has a responsibility to consider the legitimate concerns and interests of all individuals affected by the matter under consideration.

The Ombudsman helps develop a range of responsible options to resolve problems and facilitate discussion to identify the best options.

The Ombudsman as an informal and off-the-record resource pursues resolution of concerns and looks into procedural irregularities and/or broader systemic problems when appropriate.

The Ombudsman does not make binding decisions, mandate policies, or formally adjudicate issues for the organization.

The Ombudsman supplements, but does not replace, any formal channels. Use of the Ombudsman Office is voluntary, and is not a required step in any grievance process or organizational policy.

The Ombudsman does not participate in any formal investigative or adjudicative procedures. Formal investigations should be conducted by others. When a formal investigation is requested, the Ombudsman refers individuals to the appropriate offices or individual.

The Ombudsman identifies trends, issues and concerns about policies and procedures, including potential future issues and concerns, without breaching confidentiality or anonymity, and provides recommendations for responsibly addressing them.

The Ombudsman acts in accordance with the IOA Code of Ethics and Standards of Practice, keeps professionally current by pursuing continuing education, and provides opportunities for staff to pursue professional training.

The Ombudsman endeavors to be worthy of the trust placed in the Ombudsman Office.

www.ombudassociation.org

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