**[IOA CONFERENCE OMBUDS TOOLKIT](https://www.ombudsassociation.org/resources-for-conference-contract-ombuds)**

**Sample Notice to Membership**

The [Sponsoring Organization} is pleased to announce that it will provide Ombuds Services at its [conference name, date and location]. This action is taken to support the [Sponsoring Organization's] [specify applicable policies, including any conference code of conduct].

The Ombuds will be available at the conference [Optional: and thereafter (to the extent that issues raised at the conference are not otherwise concluded or issues that are raised following the conference about the conference]. The ombuds will serve as an independent, neutral, off-the-record, and confidential resource for conference attendees to discuss any concerns they may have concerning conference related behaviors and activities. The ombuds will be able to provide information confidentially and will provide a safe place for people to discuss their concerns in a confidential way to explore options for any further action. The ombuds will not, however, be authorized to serve as a place where notice of claims can be given to [Sponsoring Organization]. Likewise, the ombuds will not have responsibility or authority to investigate any issues raised.

In addition to serving as a resource to assist individuals attending the conference, the ombuds—without breaching the confidentiality of any communications by people using the services—will provide [Sponsoring Organization] with feedback on the nature of issues raised at the conference and any insights or observations about systemic issues relating to the conference or [Sponsoring Organization].