Ombudsman Office Profile

Origin and Rationale

Crisis – law suit allow citizens to voice concerns
EEO complaints reduce complaints to someone
Jurisdictional reshaping giving voice
Citizen’s making complaints to politicians – over the fence
Good governance – funding availability
Historical issues number of sources
Physical welfare of citizens
Used someone else’s ideas
Environmental scan
Put the “reins” on the bureaucracy (we’re in Lexington)
Meeting the needs of a specific client group
Sweeping changes in a modern context

Mandate and Objectives

Investigate – administrative act
Advocate for client rights
Ethical conduct
Whistle blower protection
Third party suasion of officials
Redress – fix problems
Represent the interests of a group
Workplace issues
Evaluate if there is political interference with a product
Role model
Governance Structure

Statute – legislature
Created by policy - Board of Directors
Executive nor legislature
Charter – private or public board
Charter public officials
Direct order – Political appointments

Clients - audience - stakeholders
Public trust
Complainants
Agency managers
The broad public
Targeted clients
Elected officers
Other viewers of what you do – colleagues – other governments
Agency to agency problems
HR group
Advocates – lawyers for clients
Courts
Media
Persons held by the state
Service broker
Elected officials who refer
Delivery Approach

Email – online
Telephone correspondence
in person
website
fax
press release
onsite visits
road shows
relocate client
video conference
fly

Outcome and Results

Systemic change
Reduce complaints
Individual fairness
Give voice to people
Reduce costs
Educational
Informal resolution
Preserve relationships
Shine a light on accountability
Prevent problems
Trend analysis – hot button identifier
Next steps
Practice improvement
Streamline
Training
Reconnect to government
Referrals
Legislation creation
Cost effective use of public money
Outcome oriented
Public – institutional trust
Reassure that promises made are promises kept