

# 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