

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