

Objectives and Messaging Around Establishing an Ombuds Office

Organizations commonly cite the following objectives for establishing and maintaining an Ombuds Office/Service:

1. Empowers individuals and organizations to overcome disputes, conflicts and barriers that stand in the way of reaching their full potential.
2. Helps public and private sector organizations anticipate and avoid risk, litigation and costly damage to brands and reputations.
3. Conducts training and education, and coaching and facilitation for organizations and individuals facing challenges large and small.
4. Complements traditional HR, legal and compliance channels and departments.
5. Builds employee loyalty and a culture of engagement that can save costs and improve workplaces.
6. Offers a safe place for members of the workforce to discuss concerns and understand their options without fear of retaliation or fear that formal action will be taken simply by raising concerns
7. Helps identify undetected and/or unreported criminal or unethical behavior, policy violations, or ineffective leadership
8. Helps employees become empowered and take responsibility for creating a better workplace
9. Facilitates two-way, informal communication and dispute resolution to resolve allegations of harassment, discrimination and other workplace issues that could otherwise escalate into time-consuming and expensive formal complaints or lawsuits
10. Provides the ability to address subtle forms of insensitivity and unfairness that do not rise to the level of a formal complaint but nonetheless create a disempowering work environment
11. Aids compliance with the Sarbanes-Oxley Act and the U.S. Federal sentencing guidelines
12. Provides an early warning diagnosis system that identifies and alerts institutions about new negative trends
13. Helps employee satisfaction, morale and retention by humanizing the institution through the establishment of a resource that provides safe and informal opportunities to be heard.
14. Provides conflict resolution skills training
15. Provides upward feedback to management about organizational trends
16. Helps avoid negative press by addressing issues at the lowest and most direct level possible.



17. Provides the organization with an independent and impartial voice, which fosters consistency between organizational values and actions
18. Serves as a central information and referral resource for policies, processes and resources within the organization
19. Identify systemic trends and risks that help leaders make informed business, policy and management decisions.
20. Build and strengthen productive and effective relationships between organizational departments, partners and professionals.
21. Perform outreach to diverse constituencies and stakeholders about alternatives to traditional conflict resolution.
22. Pressure-test new ideas, initiatives and proposed actions of large, complex and high-stakes organizations.

Information here was collected by Resologics and the International Ombudsman Association (IOA).
Resologics is an active member of the IOA.

