What are the Benefits of an Ombuds Office?

Organizations with an ombuds office commonly cite the following benefits of the service:

• 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.

• Helps identify undetected and/or unreported criminal or unethical behavior, policy violations, or ineffective leadership.

• Helps employees become empowered and take responsibility for creating a better workplace.

• 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.

• 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.

• Aids compliance with the Sarbanes-Oxley Act and the U.S. Federal sentencing guidelines.

• Provides an early warning diagnosis system that identifies and alerts institutions about new negative trends.

• 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.

• Provides conflict resolution skills training.

• Provides upward feedback to management about organizational trends.

• Helps avoid negative press by addressing issues at the lowest and most direct level possible.

• Provides the organization with an independent and impartial voice, which fosters consistency between organizational values and actions.

• Serves as a central information and referral resource for policies, processes and resources within the organization.