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INTERNATIONAL OMBUDS ASSOCIATION LAUNCHES PUBLISHING ARM WITH FIRST BOOK
The Organizational Ombuds: Foundations, Fundamentals & The Future Now Available

SEATTLE (October 27, 2025): The International Ombuds Association (IOA) has launched a publishing arm with the release of its first book, *"The Organizational Ombuds: Foundations, Fundamentals & The Future."* Published in April 2025, the book brings together contributions from 45 authors and is the first comprehensive book addressing the full theoretical and practical scope of organizational ombuds practice.

"Ombuds serve a variety of vital functions, but their role is often misunderstood not only by the public, but also by the organizations they serve," said IOA President Jennifer Mahony, JD, the Ombuds Office Director for Boston Children's Hospital. "This book offers an in-depth look at the Organizational Ombuds role and challenges the perception of Ombuds serving solely as conflict resolvers instead of agents of change."

Edited by Shannon Lynn Burton, Ph.D., University Ombudsperson at Michigan State University, and Loreleigh Keashly, Ph.D., Professor in the Department of Communication at Wayne State University, the book highlights the historical roots of the field, theoretical approaches, sectors of practice, organizational structures, and the evolving future of the ombuds role.

"In an era of growing institutional distrust, the role of an organizational ombuds is more vital than ever," said Ellen Miller, IOA Executive Director. "Few professionals are as well-trained or well-positioned to address conflict, disenfranchisement, and organizational challenges. By demystifying the role of ombuds and how they help both stakeholders and organizations, we can highlight the indispensable role ombuds play in the institutions that shape our world."

IOA's new publishing department aims to advance research and foster discussion on the Organizational Ombuds model and its application. *The Organizational Ombuds: Foundations, Fundamentals & The Future* can be purchased directly from the IOA website at <https://www.ombudsassociation.org/ioa-books>. A discounted rate is available for IOA members.

The International Ombuds Association (IOA) is a professional association committed to supporting organizational ombuds worldwide. The association's members help others safely navigate conflict and change in corporations, educational institutions, non-profit organizations, government entities, and nongovernmental organizations across the globe. IOA provides professional development, networking, mentoring, and other resources, and advocates for issues impacting ombuds. Learn more at

www.ombudsassociation.org.

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