





# Introduction

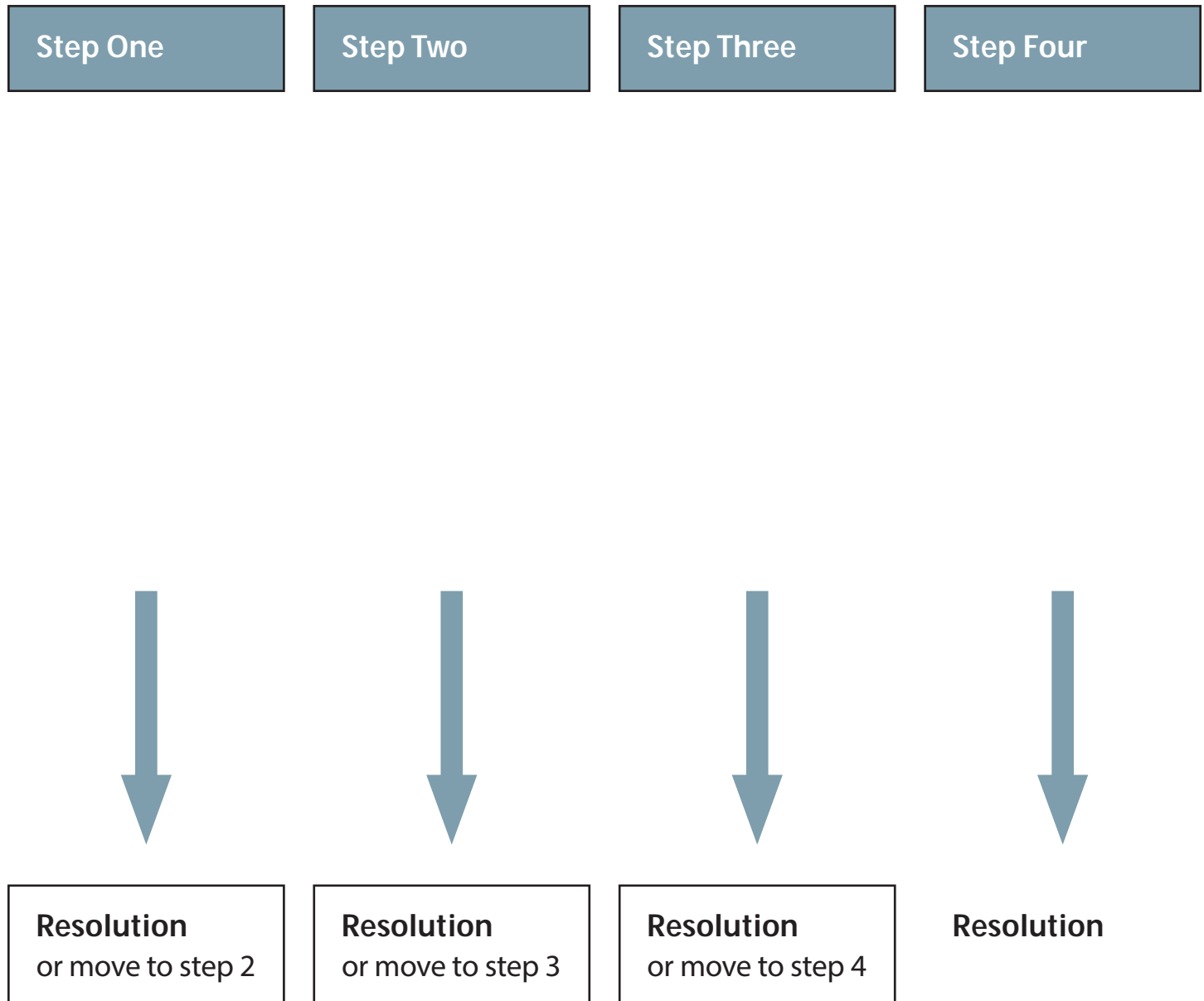
## What is an ombudsman?

In general, an ombudsman is a neutral representative of a governmental entity or company who responds to questions or concerns brought by the public. An ombudsman may report trends, systemic problems, and organizational issues to high-level executives and directors in a confidential manner.



# Ombudsman Process

The Ombudsman process has four basic steps. Some steps may be repeated



# Definitions

## Visitor

Ombudsmen use this term to describe anyone who receives services from their offices. It is preferable to “customer” or “client”, as those terms imply a relationship that is not neutral in nature.

## Out of Jurisdiction

Any issue that is brought to the Ombudsman that is not within Portland Public Schools purview to resolve.

## Personnel Complaint

Any allegation of misconduct or improper job performance by a PPS employee that, if true, would constitute a violation of district or professional standards reasonably expected of the employee.

## Formal Complaint

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# Office of Ombudsman Visitor Statistics

*July 2014- June 2018*

Please be aware:

- The following figures are solely reflective of the number of visitors accessing the services of the independent Office of the Ombudsman.
- The figures do not reflect the total number of concerns brought to the Portland Public School District at all levels (ex: schools, individual departments, or from outside agencies)





## **Why did people come to the Office of the Ombudsman?**


Most people contact the ombudsman because they have a concern and have been unable to find resolution. It is often not what happened, but how it happened that is the source of contention. This is reflected in the data that shows a majority of concerns related to policy or practice.

## **What were the top concerns?**

Portland Public Schools is an institution of people working and learning together. Human interaction is the predominant activity that takes place in classrooms, playgrounds and offices. Consequently, the majority of issues that are of concern are relational.

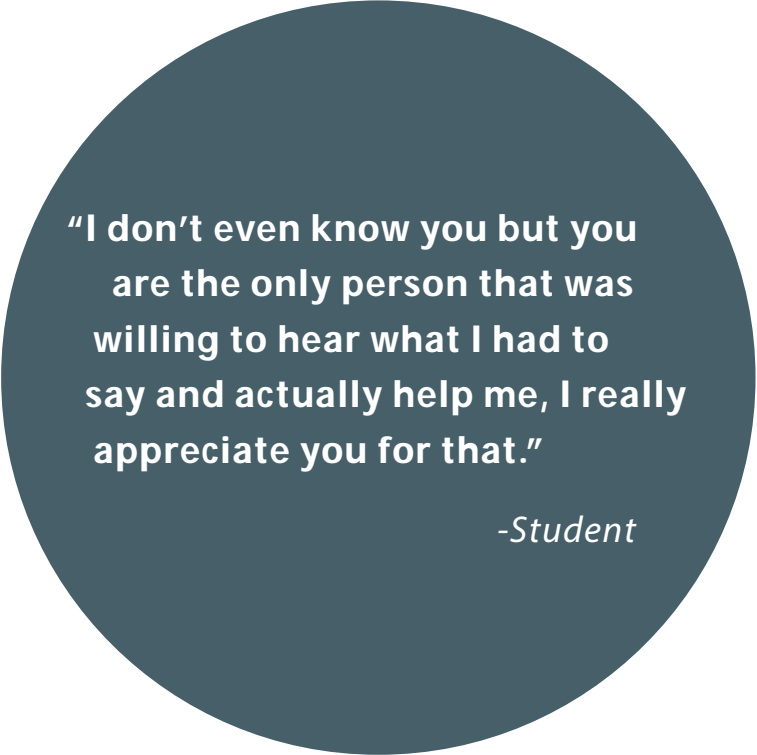
## What was the outcome?

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**Thank you so  
much! Your help  
was invaluable**

*- Principal*



**"I don't even know you but you  
are the only person that was  
willing to hear what I had to  
say and actually help me, I really  
appreciate you for that."**

*-Student*







## **What does the Ombuds do?**

- Provides confidential, neutral, independent, and informal assistance to constituents
- Listens to concerns and provides guidance, information, and individual coaching
- Serves as a resource by providing information, helping locate the appropriate person who can assist with an issue, clarifying processes, and seeking options for resolution
- Explains District policies and procedures and how they relate to an individual situation
- Helps identify a range of resolution options, including formal and/or informal channels
- Increases social capital by enhancing communication and mitigating conflict
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**Is visiting the Ombuds Office voluntary or required?**

Visiting the Ombuds Office





INTERNATIONAL  
**OMBUDSMAN**  
ASSOCIATION

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**THE PORTLAND PUBLIC SCHOOL  
DISTRICT OMBUDSMAN**

Neutral~Independent~Confidential~Informal

Judi Martin

Portland Public Schools District Ombudsman

Chair of the Education Chapter of the  
United States Ombudsman Association

Certified Organizational Omb Practitioner® Tc (1)0 Gj EJ0.7j 10 0 w98 M [0.7d]



ADVANTAGES OF ALTERNATIVE  
DISPUTE RESOLUTION

The way we do things now  
sets the stage for what comes next.





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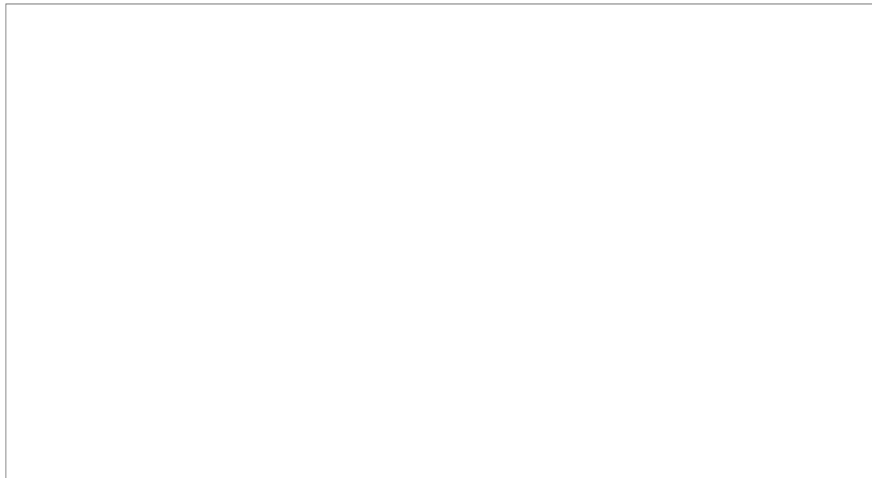


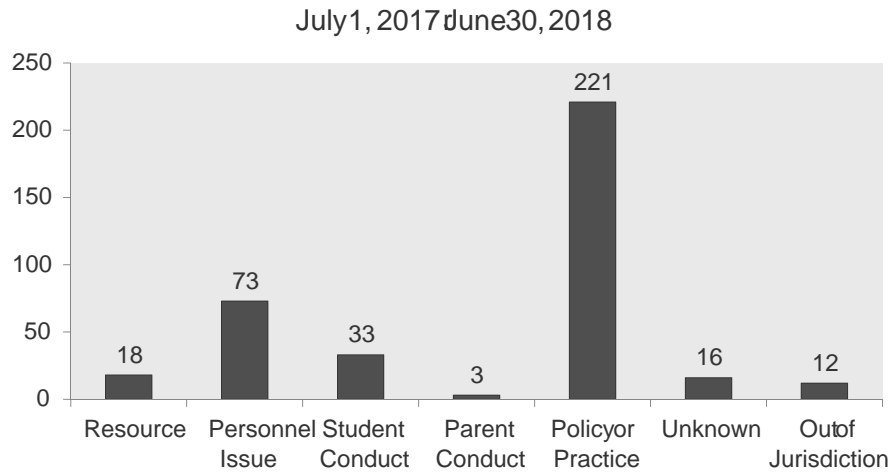
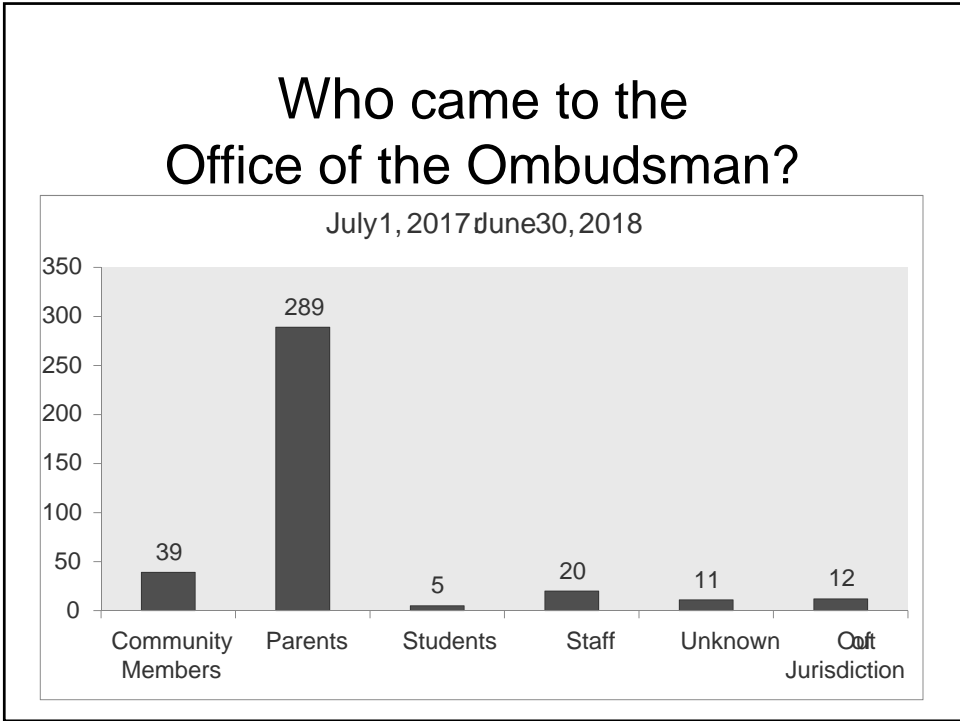
## 2017-18 OVERVIEW

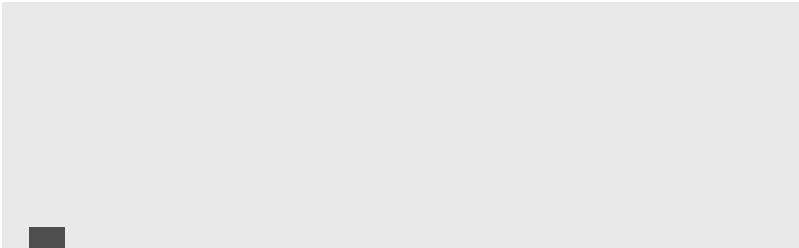


376 visitors accessed the Office of the Ombudsman in the 2017-18 school year

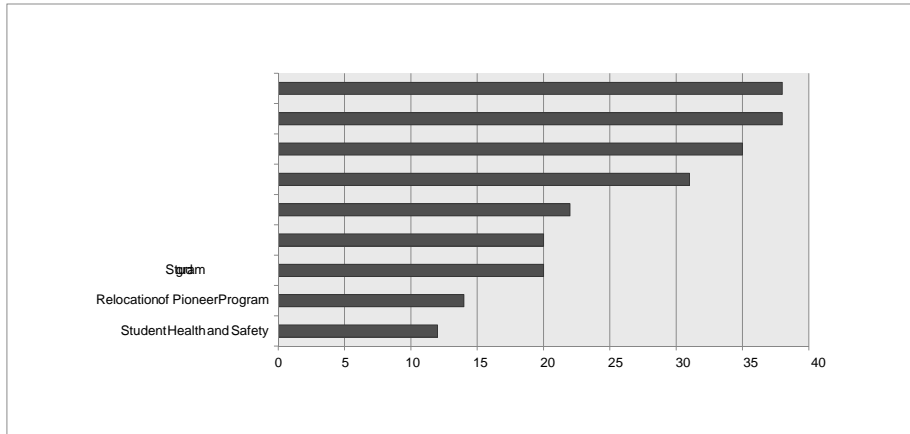
Number of visitors  
accessing Ombudsman's office  
by monthly comparison







# Top Concerns





Judi Martin  
Certified Organizational