

**BUTLER COUNTY CHILDREN SERVICES**

POLICY NO.: 10.8	SUBJECT: <b>OFFICE OF THE OMBUDSMAN</b>
OAC:	EFFECTIVE DATE: 9/28/04
PCSAO:	REVISION DATE: 9/27/05, 4/09
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**PURPOSE:**

The Butler County Children Services is committed to the goal of fair treatment to the citizens of this county. Therefore, the office of Ombudsman has been created to improve understanding and communication between the agency and the citizens we serve.

**ESTABLISHMENT AND OPERATIONS:**

The essentials of this office are:

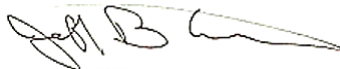
- Independence
- Authority to conduct investigations
- Impartiality in conducting inquires and investigations
- Confidentiality

**POLICY:**

10.8 The Office of Ombudsman shall:

1. Provide objective responses to complaints from the community and consumers regarding services.
2. Operate by fair and timely procedures to aid in the just resolution of a complaint or problem.
3. Gather relevant information and have the authority to require full cooperation from all levels of the agency.
4. Operate in accordance with the Butler County Children Services' Complaint Policy (10.1) and the Grievance Policy (10.7).
5. Function investigating complaints by conducting inquiries, facilitating, negotiating and mediating such complaints.
6. Report to the Executive Director regarding the activities of the Office of the Ombudsman and monthly to the Butler County Children Services.
7. Insure that the agency is in compliance with best practice policies and procedures.

Approval Date: 9/1/09



Jeff Centers, Executive Director