DRAFT Ombuds Team announcement

At CLIENT, we strive to provide a culture of respect, honesty, fairness, and integrity for everyone. To help us strengthen that culture, we are launching an institutional Ombuds Program. Organizational ombuds serve as a confidential, unbiased, and informal channel for employees to talk about workplace concerns, resolve conflicts, and help us identify potential issues early.

To ensure we have a strong community for our CONSTITUENTS, we have enlisted the services of an independent Ombuds provider, MWI. This group will establish the CLIENT Ombuds Program and serve as a resource to CONSTITUENTS.

The ombuds team can help with:

* equitably resolving interpersonal challenges,
* giving unbiased feedback and developing actionable options,
* providing guidance on how to report a formal issue or complaint,
* surfacing systemic issues to leadership while maintaining the anonymity and confidentiality of those they work with

By providing access to a trained ombuds team, we can create the best environment to advance our institutional mission. Employees will benefit from problem-solving and the facilitation of difficult conversations, especially in our collaborative work. In addition, by identifying conflict trends, CLIENT will have the opportunity to detect systemic issues in need of improvement and address challenges before they escalate.

I am proud of the culture at CLIENT, and as we further define that culture, it is important that we explore every possible improvement.

Please join me in welcoming the ombuds team of NAMES to CLIENT. You can learn more about the Office and contact the Ombuds team at mwi.org/CLIENT-ombuds.