

*Ombuds Standards*

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Abstract by Dipal Shah

This special feature discusses the use of ombuds, or “agents,” to independently address, review and examine issues within private and public organizations. The article specifically supports the utilization of ombuds to assess allegations of unfairness, abuse of power, abuse of discretion, poor administration, and inappropriate application of law or policy within agencies and associations. The article constructs a resolution which not only highlights the value of the ombuds in both the public and private sector, but recommends a greater use of these agents.

In addition, the article advocates for ombuds to use a set of standards when executing their role. Overall, these standards create a confidential, impartial and unbiased structural independence for ombuds. The article argues that through a standardized approach, greater trust will be given to ombuds both within and outside the agencies.