

Working Definition Of An Organizational Ombuds for the Resource Repository

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- Adheres to—and makes committed and steadfast attempts to practice to—International Ombuds Association (IOA) Standards of Practice and Code of Ethics (Confidentiality, Informality, Neutrality/Impartiality, Independence) to provide a *safe*, fair, accessible and credible space, for all designated constituents.
- Receives workplace-related ideas and concerns from the designated constituency and helps in discerning options.
- Helps in getting information where it needs to go: TO and FROM constituents (including the organization)—while conforming to IOA Standards.
- Provides a range of options that visitors can choose to pursue—except in very rare cases where ombuds perceive an imminent risk of serious harm.
- Offers relevant formal options (from other managers) and many informal options (from the OO) in support of the conflict management system of the organization.
- Practices under public Terms of Reference or a Charter that:
 - 1) allow for access to all levels of management, including senior leaders—with regular use of this access as organizationally relevant, and
 - 2) include reference to the Ombuds supporting systemic improvements.

Note: This article draft is part of a Resource Repository designed to support identifying—and helping to quantify—the value of an Organizational Ombuds (OO). This Resource Repository is a **work in progress**. It is open to improvements, additions, deletions, critique, revision and random commentary. If any page in the repository is helpful, or needs revision, please let us know. Please contact [Mary Rowe](#) or other co-authors, if you can help to improve these pages or have another page to offer.