Resource

GETTING INFORMATION WHERE IT NEEDS TO GO

(A list of possibilities for an organizational

ombuds' database or checklist, illuminating the

ombuds' service to constituents)

2026 Mary Rowe

Q. How did I help get information where it needed to go: to the visitor, and to the organization?

Providing Information for the visitor:

☐ We discussed relevant rules, policies and procedures and norms

☐ We discussed relevant past events, recent events, future changes

☐ We discussed communicating and negotiating with others (peers, management)

☐ We discussed relevant work-related resources and helped to develop options/a network of support

☐ We did some role-playing so the visitor might learn and practice thinking about their knowledge and interests and the knowledge and interests of Others.

☐ We helped the visitor to think about "Drafting a Letter,"[1] generic options[2]—and other options—to deal with concerns and good ideas.

Providing Information for the organization:

If you believed information needed to reach appropriate offices/authorities, and either had permission or judged there to be an imminent risk of harm

☐ Received permission to convey the information (identifying the source)

☐ Found a way to convey the information (shielding the source)

☐ Helped the visitor find a way to get the information where it needed to go (e.g., a personal letter, a personal discussion, a resource professional, anonymous letter under the door)

☐ Found an effective way for manager or compliance officers to find the information themselves (following, with permission, a generic approach by the ombuds)

☐ Breached confidentiality (because you perceived an imminent risk)

☐ Breached confidentiality (because your organization requires you to report this issue)

☐ Did something else: _____

[1] For more information about this option, see Mary Rowe, "'Drafting a Letter' for People Dealing with Harassment or Bullying," Journal of the International Ombudsman Association Vol. 16, No. 2 (Mary Rowe special issue, 2023-2024).
[2] For more information about this topic, see Mary Rowe, "Consider Generic Options When Complainants and Bystanders Are Fearful," Journal of the International Ombudsman Association Vol. 16, No. 2 (Mary Rowe special issue, 2023-2024).

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.