IEEE 802 Ombudsman

• An organizational ombudsman
  – Is a confidential and informal information resource, communications channel, complaint-handler and dispute-resolver, and a person who helps an organization work for change.
  – Purpose is to foster values and decent behavior - fairness, justice, equality of opportunity and respect
  – Is a designated neutral within an organization and usually reports at or near the top of that organization, outside ordinary management channels
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• **Basic Options, Functions and Skills:**
  – Listening impartially
  – Providing and Receiving Information
  – Reframing Issues and Developing Options
  – Referral
  – Helping People Help Themselves
  – Information - Third Party Intervention and Diplomacy
  – Looking into the Problem
  – Generic Approach
  – Systems Change
  – Following Through
  – Investigation and Adjudication or Formal Appeals
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