

# 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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As of 1 August 2006, contact information:

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