

Section: 1.30

Subject: Ombudsman Program

Authority: Executive Director

Policy:

To provide a program for employees to request a satisfactory resolution of a concern relative to Commission policies and operations, or a professional matter that was not or could not be resolved through supervisory chain of command.

Contents: 1.30.1 Ombudsman Program
1.30.2 Placing an Ombudsman Call
1.30.3 Continued Involvement

Procedure:

1.30.1 Ombudsman Program

- A.** The ombudsman program is designed to provide employees a direct channel to the Commission's Office of Inspector General to resolve a concern or problem for which complete information or a reasonable resolution has not been received, after exhausting their chain of command, up through the division or office director.
- B.** Employees need not identify themselves; confidentiality and/or the need to know will govern all aspects of the ombudsman program. However, sufficient information must be provided by the employee to properly investigate the concern or problem.
- C.** The ombudsman program is not designed to replace the grievance and appeal process provided for in other sections of the IMPP manual.
- D.** The ombudsman program should be considered a last resort to problem solving. General concerns or problems should be addressed and processed through the regular channels of supervision.
- E.** The ombudsman program may be used to report illegal or improper behavior of commission employees if regular channels are considered unacceptable.
- F.** All ombudsman calls will receive a response. The Executive Director will be advised of all calls and subsequent responses. No information pertaining to the call will be placed in the caller's personnel file unless so requested by the caller.

1.30.2 Placing an Ombudsman Call

- A.** Employees may call the Ombudsman anonymously at (850) 488-6068, identifying the call as an ombudsman call. Employees may also contact or e-mail any investigator in the Office of Inspector General. Phone numbers and e-mail addresses may be found at the Office of Inspector General's website.
- B.** The information given by the caller will be recorded on a form and a number assigned to allow the caller to remain anonymous, if so desired.

- C. While the matter is being investigated by the Inspector General, and the caller does not wish to leave a return number; instructions will be given regarding a specific call-back time to receive an answer to the concern.

1.30.3 Continued Involvement

In reported acts, which may lead to criminal charges or disciplinary actions against other employees, if appropriate, employees will be asked to appear as a witness. Service as a witness will be requested if the caller is the only person able to verify the alleged act or conduct.

History: Est. 1/1/90 Revised 01/01/96, 09/09/2003

APPROVED:

Victor J. Heller
Executive Director or Designee

September 9, 2003
Date