



What is the International Ombudsman Association?

The IOA is the largest association of organizational ombudsmen practitioners in the world, representing more than 600 members across the globe. The Association supports organizational ombudsmen working in corporations, universities, non-profit organizations, government entities and non-governmental organizations. The mission of IOA is to:

- Support and advance the Organizational Ombudsman profession and ensure that practitioners work to the highest professional standards by setting standards of practice and a code of ethics
- Assist in the establishment of Organizational Ombudsman offices
- Provide professional development opportunities and resources, research and information
- Increase awareness and understanding of the value of Organizational Ombudsman
- Create strategic alliances with other key organizations and professionals involved in dispute resolution, governance, ethics and risk mitigation

IOA offers a full roster of professional training and education programs for the practicing Ombudsman professional and those interested in learning about our practice. A Certified Organizational Ombudsman Practitioner® or CO- OP® credential is also available through the Board of Certification for Certified Organizational Ombudsman Practitioners.

What distinguishes an “Organizational Ombudsman”?

An organizational ombudsman is a designated neutral who is appointed or employed by an organization to facilitate the informal resolution of concerns of employees, managers, students and, sometimes, external clients of the organization. An organizational ombudsman preserves the confidentiality of those seeking services, maintains a neutral/impartial position with respect to the concerns raised, works at an informal level of the organization, and is independent of formal organizational structures. Organizational Ombudsmen operate in a manner consistent with IOA’s Code of Ethics (see back) and Standards of Practice.

Benefits of Joining IOA:

- Access to professional development courses and trainings (live and webinars) and the annual conference at discounted prices.
- Networking with and learning with colleagues from around the world.
- Access to the Member's Only section of the IOA website, which includes sector-specific listservs, a directory of IOA members, and a robust library of Ombudsman office materials and resources .
- Receive ombuds resource materials in your new member packet and discounts on purchasing

Want to join the IOA or learn more?

Visit our website at www.ombudsassociation.org where you will find in-depth information and resources related to the ombudsman profession and membership information. To contact us, please call +1.908.359.0246 or send your inquiry to info@ombudsassociation.org.





IOA CODE OF ETHICS

PREAMBLE

The IOA is dedicated to excellence in the practice of Ombudsman work. The IOA Code of Ethics provides a common set of professional ethical principles to which members adhere in their organizational Ombudsman practice. Based on the traditions and values of Ombudsman practice, the Code of Ethics reflects a commitment to promote ethical conduct in the performance of the Ombudsman role and to maintain the integrity of the Ombudsman profession. The Ombudsman shall be truthful and act with integrity, shall foster respect for all members of the organization he or she serves, and shall promote procedural fairness in the content and administration of those organizations' practices, processes, and policies.

ETHICAL PRINCIPLES

INDEPENDENCE

The Ombudsman is independent in structure, function, and appearance to the highest degree possible within the organization.

NEUTRALITY AND IMPARTIALITY

The Ombudsman, as a designated neutral, remains unaligned and impartial. The Ombudsman does not engage in any situation which could create a conflict of interest.

CONFIDENTIALITY

The Ombudsman holds all communications with those seeking assistance in strict confidence, and does not disclose confidential communications unless given permission to do so. The only exception to this privilege of confidentiality is where there appears to be imminent risk of serious harm.

INFORMALITY

The Ombudsman, as an informal resource, does not participate in any formal adjudicative or administrative procedure related to concerns brought to his/her attention.

For further information about IOA or its Standards of Practice, visit us at:

www.ombudsassociation.org