



FROM THE DESK OF BRUCE SIMPSON, CITY OF DETROIT OMBUDSMAN

"Improving Your Quality of Life on a Daily Basis"



Ombudsman Offices and Service you Need to Know!

The **City of Detroit Office of the Ombudsman** was first chartered more than 40 years ago. It is designed to protect the individual citizen, businessperson, or developer where there is a lack of follow-up or city services rendered.

The Ombudsman is appointed by a two-thirds majority of the Detroit City Council to a 10- year term under the City of Detroit 2012 Charter (**Article 7.5.-Chapter 4- Sec.7.5-401. - Sec.7.5-417**)

The City of Detroit Ombudsman is a liaison between the City of Detroit and all persons who have a complaint or inquiry into the operation of a city department or the conduct of a city employee. The Ombudsman works as an **independent oversight** to provide individuals with an opportunity of giving a **confidential** avenue to address complaints. The Office proposes policy and procedural changes when systemic issues are identified.

As an investigative agency, our responsibilities include processing all complaints and inquiries and advocating for the delivery of city public services.

How to contact the City of Detroit Ombudsman Office

Office Hours: 8:30 am – 4:30 pm

Phone: (313) 224-6000

Email Us: Ombudsman@detroitmi.gov

Facebook: Bruce Simpson City of Detroit Ombudsman

U.S. Postal Mail and Walk-ins:

Coleman A. Young Municipal Center

2 Woodward Ave, Room 114,

Detroit, MI 48226-3413

Visit our website:

www.detroitmi.gov/ombudsman

Wayne County Probate Court Estates and Guardianship Ombudsman

The **Wayne County Probate Court Estates and Guardianship Ombudsman** receives and investigates complaints regarding guardianship, conservatorship, and the decedent's estates under the Court's jurisdiction. The Ombudsman reports his findings to the Chief Judge. He makes recommendations regarding the complaints, including referral to the Attorney General, County Prosecutor, State Bar Grievance Commission, or any other appropriate governmental entity. Also, the Ombudsman identifies problems within guardianship, conservatorship, and decedent estates and makes recommendations concerning ways to improve guardianship, conservatorship, and decedent estates.

If you think there is a problem with guardianship, conservatorship, or the decedent's estate, feel free to contact the Estates and Guardianship Ombudsman.

Call the Ombudsman's Office at (313) 224-0589, and a Complaint Form will be mailed to your address. Fill out the form completely and mail or fax the form to the Court at (313) 967-4037.

The Office of Employer Ombudsman (OEO)

The **Office of Employer Ombudsman (OEO)** is committed to making your interactions with Unemployment Insurance positive and productive. OEO answers employer questions about benefits eligibility, protests and appeals, employer accounts, and other general unemployment and tax-related questions.

- **Employers: Please submit all inquiries by web notice through your MiWAM account at www.michigan.gov/uia.**
- **If you have questions, call OEO at 1- 855-484-2636.**

Michigan Long Term Care Ombudsman Program

Since 1972, the **Michigan Long Term Care Ombudsman Program** has strived to improve the quality of care and life experienced by residents residing in licensed long-term care facilities.

Licensed long-term care facilities are nursing homes, homes for the aged, and adult foster care homes.

Ombudspersons advocate for the resident in the facilities, guided by the wishes of the resident. All services are provided under strict confidentiality. Ombudspersons cannot share information about the resident or the resident's concerns without the resident's permission.

The program also aims to improve the long-term care system speaking for passing laws, regulations, and policies benefiting over 100,000 Michigan long-term care residents.

The federal and state government funds the Michigan Long Term Care Ombudsman Program. There is no cost to residents or families for ombudsman services.

Contact Information for the State Long Term Care Ombudsman

Phone: (517) 827-8040 Fax: (517) 574-5301

Mailing Address: 15851 S. US 27, Suite 73, Lansing, MI 48906

Office of the Children's Ombudsman (OCO)

The OCO is housed in the Department of Technology, Management, and Budget as an independent agency. If you have general questions about the child welfare system in Michigan, we may be able to assist you in providing insight; or if you believe that your experience with Michigan's child welfare system (child protective services, foster care, adoption, and/or juvenile justice) can highlight a system-wide issue or deficiency or can be used as a case sample to improve the child welfare system as a whole, please contact our office or file an online complaint.

When a complaint is filed with the Office of Children's Ombudsman (OCO), the Ombudsman's staff can investigate Children's Protective Services (CPS), Foster Care, Adoption Services, and/or Juvenile Justice when children are involved with these programs. They also do a preliminary investigation process where the Ombudsman determines if a full investigation is warranted and if so, an independent investigation into the complaint is conducted.

The OCO also conducts investigations regarding child death cases when there was an active CPS investigation, open services case, a rejected CPS complaint, open foster care case, or a closed foster care case in the previous two years.

After an investigation is completed, the Ombudsman may present any relevant recommendations to the Governor, Legislature, and the MDHHS Director if the Ombudsman believes that the results will improve Michigan's child welfare system.

The OCO is also here to provide information for families involved in Michigan's child welfare system. The OCO intake staff can provide insight on the system's processes and connect a caller with the appropriate resource.

For more information on the Office of Children's Ombudsman, visit the link below.


<https://www.michigan.gov/oco>

Coleman A. Young Municipal Center 2 Woodward, Rm 114 | Detroit, MI 48226
Monday through Friday (open to the public) 8:30 A.M. – 4:30 P.M.

(313) 224-6000 (Office)

 **Bruce Simpson Ombudsman**

Ombudsman@detroitmi.gov

 **cityofdetroitombudsman**