

# CITY OF DETROIT FISCAL 2009/10 BUDGET

## AGENCY 53 OMBUDSPERSON

### STATEMENT OF PURPOSE

The Office of the Ombudsperson serves the people by investigating and seeking to resolve complaints against departments and agencies of City government.

### DESCRIPTION

The Office of the Ombudsperson is mandated by the Detroit City Council to receive, investigate, mediate, and resolve citizen complaints against City government, including any action, decision, recommendation, practice, or procedure of any agency. Historically, the agency also reviews investigations and hearings of City agencies with subpoena power to determine if operations were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information, referrals, assistance, and recommendations for alternative action when citizens complaints do not fall within the jurisdiction of services provided by the City of Detroit.

### GOALS

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error and omission have decreased confidence in government.
3. Investigate inadequate, archaic or inequitable ordinances, policies not consistently applied and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

### DEPARTMENTAL FINANCIAL INFORMATION

	GENERAL FUND	TOTAL
EXPENDITURES	<u>\$1,376,905</u>	<u>\$1,376,905</u>
NET TAX COST	\$1,376,905	\$1,376,905
POSITIONS	11	11