



## OUR MISSION AND VALUES

The Office of the Ombudsman is committed to supporting the mission of Fairfax County Public Schools in which all students are inspired and empowered to meet high academic standards, lead healthy, ethical lives, and be responsible and innovative global citizens.

The Office of the Ombudsman serves students, families, and employees, and community members by providing information about resources and how to access them. Our office seeks to understand concerns in an effort to provide support leading to a resolution. The Office of Ombudsman follows the four principles of the International Ombudsman Association:

- Confidentiality
- Independence
- Impartiality
- Informality

## CONTACT US FOR HELP WITH ANY CONCERN

**Here are three ways to reach us:**

Phone: 571-423-4014

Email: [ombudsman@fcps.edu](mailto:ombudsman@fcps.edu)

Website:  
[www.fcps.edu/ombudsman](http://www.fcps.edu/ombudsman)

(Take a picture of this QR code to link to our website)



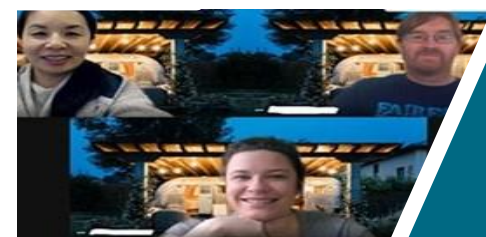
## Office of the Ombudsman

### Addressing Employee Matters

Willow Oaks Administration Center  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

[ombudsman@fcps.edu](mailto:ombudsman@fcps.edu)

571-423-4014  
[www.fcps.edu/ombudsman](http://www.fcps.edu/ombudsman)



*Our office is a member of the International Ombudsman Association (IOA).*





## Our Guiding Principles

Confidential - Independent - Impartial - Informal



### WHAT IS AN OMBUDSMAN?

The Office of the Ombudsman opened in 2018, and is charged to provide an independent, confidential resource for students, families, community members, and employees offering informal help to resolve concerns, problems, complaints, and other FCPS-related issues.

The Ombudsman will listen, review, and provide information about appropriate resources and how to access them; serve as a neutral advocate for fairness, equity, inclusion, and consistency; and foster positive working relationships.

### WHAT WE DO

- Provide an opportunity to share concerns and complaints in a confidential manner
- Relay important information about FCPS practices regulations, and policies
- Share ideas to help employees advocate for their needs and professional growth

### WHAT WE DON'T DO

- Change or make decisions, policies, or regulations
- Take sides
- Provide legal advice
- Undertake formal investigations
- Share private or confidential information

### EXAMPLES

- Helping an employee brainstorm solutions to a problem in the workplace
- Sharing information about resources within the division

### WHEN TO CONTACT US

- When you want help solving an issue that affects your workplace environment and/or performance
- When you want to understand how FCPS works or where to go for assistance.

