



OUR MISSION AND VALUES

The Office of the Ombudsman supports the mission of Fairfax County Public Schools. We serve families, students, employees, and community members by:

- providing information about resources and how to access them,
- understanding concerns and providing support to resolve them.

We follow the four principles of the International Ombudsman Association:

- Confidentiality
- Independence
- Impartiality
- Informality

FCPS Mission

All students are inspired and empowered to:

- Meet high academic standards
- Lead healthy and ethical lives
- Be responsible and innovative global citizens

CONTACT US FOR HELP WITH ANY CONCERN

Here are three ways to reach us:

Phone: 571-423-4014

Email: ombudsman@fcps.edu

Website:
www.fcps.edu/ombudsman

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



Office of the Ombudsman

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

ombudsman@fcps.edu

571-423-4014

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 International Ombudsman Association states “The name ombudsman comes from the Swedish and literally means ‘representative’.”

The Ombudsman:

- listens, reviews, and provides resources for information and referral
- serves as a neutral advocate for fairness, equity, inclusion, and consistency
- fosters positive working relationships

The FCPS Office of the Ombudsman provides an independent, confidential resource for students, families, community members, and employees who are seeking informal help to answer questions, resolve concerns, and voice complaints regarding FCPS matters.

WHAT WE DO

- Provide parents, students, employees, and community members an opportunity to share concerns and complaints in a confidential manner
- Relay information about FCPS programs, regulations, and policies
- Share ideas to help parents advocate for their child’s education
- Offer information and support to students and parents of children with disabilities, to help them understand and navigate special education processes

WHAT WE DON’T DO

- Change or make decisions, policies, or regulations
- Take sides
- Provide legal advice

EXAMPLES

- Sharing strategies for parents to improve communication with, and between, school and home
- Helping to resolve disagreements between parents and schools or disagreements involving employees in the workplace
- Providing ideas to foster parent participation in Individual Education Plan (IEP) meetings

WHEN TO CONTACT US

- When you want help resolving an issue that affects student learning or the school/work environment
- When you want to understand how FCPS works or where to go for assistance

