

Core Principles

Independence — Impartial and credible. Separate from the county agency responsible for providing services.

Impartiality and Fairness — Engages and obtains responses in a manner that instills confidence. Looks at agency's compliance with laws, rules, practice standards and ethics.

Credible Review Process — Has authority to review the acts or failure to act by a county agency through access to agency information. Authority to provide recommended corrective action(s) to agency.

Confidentiality — Follows all confidentiality laws. No information provided to anyone who has not been authorized.

Responsiveness — Listens to your concerns and issues.



How to Submit Forms

- ◆ on-line
Lucas County Ombudsman website
www.co.lucas.oh.us
Departments : Family Council
- ◆ By mailing forms
- ◆ By faxing forms
- ◆ By delivering forms to the office of the Ombudsman



Administrative Support Provided by
Lucas County Family and Children First
Council

Office of the Lucas County Cross
Systems Ombudsman

1946 North 13th Street
Suite 420
Toledo, Ohio 43604

Phone: [419] 214-4061
Fax: [419] 725-7193
E-mail: lucascountyombudsman@gmail.com

Lucas County Cross Systems Ombudsman

**An independent resource
who will listen to your
concerns.**



*Marilyn Parker
Ombudsman
Phone: [419] 214-4061
Fax: [419] 725-7193
www.co.lucas.oh.us
Departments: Family Council*



The Office of the Ombudsman

The Office of the Lucas County Cross Systems Ombudsman is established for the purpose of providing independent review, intervention and assistance to consumers of Lucas County Children Services who have issues, complaints or concerns regarding the agency's service delivery and/or the outcomes of their service delivery.

What the Ombudsman can do for you

The Ombudsman will listen to your concerns. If there is a valid issue that you were unable to resolve with Lucas County Children Services there will be an independent and thorough review. After completing a review, the Ombudsman will make recommendations for resolution of the complaint to the county agency.

What the Ombudsman cannot do for you

The Ombudsman does not have the authority to overturn or change the agency's decision or to change the rules, policies, or procedures. The Ombudsman will work with you and the agency to resolve your concerns and to make recommendations based upon the findings of the investigation. If you are involved in an administrative appeal, or if your case is involved in court hearings, the Ombudsman does not have the ability to change the rules of a hearing officer or a court order.

When should I go to the Ombudsman?

Contact the Ombudsman after you have first addressed your concerns with the following:

- ◆ The caseworker with whom you are working
- ◆ The caseworker's supervisor
- ◆ The supervisor's manager

If you do not know who to contact and need help finding the correct person to speak with, please call (419) 213-3200 to ask for assistance.

How to obtain forms

- ◆ Lucas County Family Council Office
- ◆ Lucas County Children Services
- ◆ On-line

Lucas County Ombudsman website

www.co.lucas.oh.us

Departments : Family Council

