

Simone McConville

From: Simone McConville
Sent: Tuesday, December 11, 2007 2:39 PM
To: _All Comlinks Staff
Subject: Ombudsman Office
Importance: High

**MEMO TO ALL AGENCY STAFF
FROM Fred Mueller, Chairman of the Ombudsman Office**

Ombudsman... n. One who investigates complaints, and assists in achieving fair settlement.

To All ComLinks Employees:

Most of you have by now seen or been made aware of a recent anonymous letter to the Board of Directors outlining various perceived injustices or inequities in our policies and procedures. The Board has obviously taken this very seriously and a series of internal and external reviews will take place quickly to ensure we follow "best practices" and stay beyond reproach and an organization we can all be proud of. There will be additional communication outlining the actions and an opportunity for all of you to be part of the improvement process.

As an organization grows and diversifies, policies that worked in the past may no longer work causing a breakdown in its effectiveness and efficiency. It is obvious, that one of the gaps in our organization is a formal Human Resources (HR) department charged with setting employee guidelines, administering policies and providing a forum for employees to vent concerns, either personal or business related. As an organization we strive to help others, but sometimes forget to set up the infrastructure to help ourselves. Having a permanent HR function is something we hope to work into our organization in the future, but we felt an immediate gap had to be filled. That is the role of an Ombudsman. Someone removed from day to day operations, confidential and open to all employees.

Effective immediately we have put together a team consisting of three Board Members, to form a confidential committee constituting the Ombudsman Office. The office will be separate from Board responsibilities, sharing information only as requested or directed by the employee. There will be a confidential e-mail address and a special phone number for confidential voice mail messages. The committee will be:

Dr. Robert Karp	College Administrator at SUNY-Plattsburgh
Shirley Morris	Retired from WIC as the Nutrition Education Person
Fred Mueller (Chair)	Retired Aerospace Executive with many years of experience in Labor Relations, HR issues and Labor negotiations.

E-mail ombudsman@comlinkscas.org
Phone voice mailbox 1095 (enter voicemail system – leave message)

We hope you take advantage of this resource and hope we can live up to your expectations.

12/11/2007