

**Some Organizational Ombuds (OO) Achievements:  
Information That Might Be Useful for a Checklist or Paper-and-Pencil Notes**

**A Resource Adapted from the  
International Ombuds Association (IOA) Practice Survey**

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An ombuds can help in mitigating risks and supporting change. Examples might include:

- Helped bring change in an organizational procedure
  - Helped bring change in a policy
  - Helped bring change in an organizational structure
  - Contributed to improvements in organizational culture
  - Helped with a new policy or procedure
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- Fostered an important "bridge" between or among visitors, managers, groups, units and/or agencies
  - Fostered improvement in morale or retention in a department or unit
  - Fostered improvement in excellence, integrity, and rigor in analytic thinking and work practice
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- High probability of having helped to save a life
  - High probability of having helped to avert criminal or near-criminal behavior
  - High probability of having helped to prevent a likely-disastrous outcome
  - High probability of having helped avoid significant talent leakage
  - Significant action taken in an emergency or imminent risk of serious harm
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- Identified/communicated a significant good idea, new idea, issue, or pattern of concerns that was not well known
  - Significant cost savings from reduction in lawsuits or formal complaints
  - Significant reduction of reputational risk for the organization or individuals
  - Significant reduction of financial risk for the organization or individuals
  - Significant reduction of operational risk for the organization or individuals
  - Significant reduction of strategic risk for the organization or individuals
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- An individual received a fair and equitable process in a serious matter—which they otherwise might not have received.
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- An individual faces the future with appropriate, justifiable, renewed hope.
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- Provided service using special skills/special expertise (e.g., talking circles, restorative justice, trainings, cross-cultural, specialty mediations, disabilities issues)

Was this case—in your judgment—a [Most Serious Case](#)?

**Note: Checklists, like an Ombuds database, should be used in accordance with the IOA Standards of Practice so the data cannot easily be used to identify visitors, or hacked, or otherwise misused.**

This article draft is part of a [Resource Repository](#) designed to support identifying—and helping to

**quantify—the value of an Organizational Ombuds (OO). This Resource Repository is a work in progress.** It is open to improvements, additions, deletions, critique, revision and random commentary. If any page in the repository is helpful, or needs revision, please let us know. Please contact [Mary Rowe](#) or other co-authors, if you can help to improve these pages or have another page to offer.