



THE OFFICE OF THE OMBUDSMAN -OPTIONS AND SOLUTIONS-

OMBUDSMAN

Dr. Edward Newsome, Jr.

OMBUDSMAN RESOLUTION COORDINATORS

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SECRETARY

Annicc Ellis

WHERE TO FIND US

PGCPS.org/ombudsman

ombudsman@pgcps.org or 301-808-8315

Green Valley Administrative Building

2215 Chadwick Street • Temple Hills, MD 20748-4242

or through your school administration

VISION

All education stakeholders have trust in the Prince Georges County Public Schools to treat everyone with fairness and equity.

MISSION

To provide personalized services to effectively and efficiently facilitate the resolution of school and school-system concerns.

PURPOSE

- F** Facilitate the resolution of constituent concerns
- A** Assist with navigating the PGCPs system
- C** Clarify concerns to PGCPs staff and constituents
- E** Educate community and school system of Ombudsman Services
- S** Streamline the process for resolving constituent concerns

SERVICES

- Outreach education to constituents
- Empower individuals and community groups to resolve issues
- Develop strong relationships with colleagues
- Undertake investigations as needed
- Facilitate strategies for resolving conflicts
- Report significant concerns and problematic trends
- Recommend systemic changes

PROTOCOL

1. First, resolve concerns at the source
2. Request Ombudsman Services when resolution is not achieved
3. Ombudsman Services collaborates with PGCPs employees to reach a resolution
4. Documents and conveys resolution to constituent