
Joint Office of Citizen Complaints

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Organization Specifics

Number of Paid Staff: 13

Number of Volunteers: 50

Volunteer Opportunities: Resolving citizens complaints and complaints at long-term care facilities.

Insurance Coverage for Staff Mediators: Yes _____ No X

Insurance Coverage for Volunteer Mediators: Yes _____ No X

Fee Structure for Services: No fee required

Training requirements and other qualifications for Volunteer Mediators:

Ombudsman staff are trained through our Joint Office Citizen Complaint training and Long-Term Care staff are certified by the Ohio Department of Aging.

Special Areas of Practice: The Joint Office of Citizen Complaints contains two divisions. The Ombudsman division handles government agency complaints. The Long-Term Care Ombudsman division handles long-term care facility complaints.

Additional Comments: Only conducts Government Agency Facilitations

Joint Office of Citizen Complaints (Ombudsman Office)

Areas of Practice	Mediation	Arbitration	Facilitation	Consultation or Training	Technical Assistance or Workshops
Adult Guardianship/Older Adult					
Americans With Disabilities Act					
Business					
Children/Juvenile					
Adoption					
Allegations of Abuse, Neglect or Dependency					
Delinquency/Unruly					
Early Childhood					
First Time Offender					
Juvenile Perpetrators					
Permancy Planning					
Special Education					
Truancy/Status Offenses					
Church					
Civil Rights-EEO					
Community/Neighborhood Disputes					
Criminal					
Divorce/Separation					
Allocation of Parental Rights and Responsibilities					
Child Support Calculation					
Financial and Property Distribution					
Un-wed Parents					
Domestic Violence					
Environmental					
Housing/Landlord Tenant					
Insurance/Personal Injury					
Labor-Management					
Malpractice					
Public Policy					
Real Estate/Residential/Commercial					
Same Sex/Partnership					
Schools (K-12)					
Settlement Week					
University/Higher Education					
Victim Offender					