



# OFFICE OF THE OMBUDS

The Office of the Ombuds provides students, families, employees and members of the school community with assistance to help resolve concerns, conflicts and issues arising within Loudoun County Public Schools.

The Ombuds operates in accordance with the following core values and is:

- ☐ CONFIDENTIAL
- ☐ IMPARTIAL
- ☐ INDEPENDENT
- ☐ INFORMAL

All members of the community served by the Ombuds may voluntarily seek services and shall be treated with dignity and respect.

The Ombuds is NOT affiliated with any compliance function and does NOT serve as an agent of notice for Loudoun County Public Schools.

To make an appointment  
visit the website [www.lcps.org/ombuds](http://www.lcps.org/ombuds)  
or call 571-252-2447

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## The Ombuds

- Listens to and clarifies visitor concerns or complaints to seek resolution;
- Identifies underlying issues and interests;
- Provides information on resources and referrals and relays information about LCPS programs, policies and regulations;
- Explores options and empowers visitors to advocate for their student's education and a thriving school/work environment;
- Facilitates conversations to resolve issues, as appropriate;
- Collects data on emerging trends and patterns while safeguarding anonymity;
- Utilizes data to provide systemic feedback to Division leadership, including recommendations for systemic and organizational change.

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