



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.

CORE VALUES



Confidential – All communication with the office is held in the strictest of confidence



Independent – Sits outside any chain of command to serve as an early warning system



Impartial – Does not advocate for one side or another but for a fair and equal process for all



Informal – A voluntary resource where discussions are considered off-the-record

THE OMBUDS CAN:

- Listen to and clarify visitor concerns or complaints to seek resolution
- Identify underlying issues and interests
- Provide information on resources and referrals, and relay information about LCPS programs, policies and regulations
- Explore options and empower visitors to advocate for their student's education and a thriving school/work environment
- Facilitate conversations to resolve issues, as appropriate
- Identify trends and provide systemic feedback to Division leadership

To make an appointment
visit the website www.lcps.org/ombuds
or call 571-252-2447

