

MISSION STATEMENT

The Office of the Ombudsman for the city of Detroit will abide by and uphold Article 4, Chapter 3 of the Charter of the City of Detroit.

We Commit...

- to the assessment of inquiries and complaints in a timely manner.
- to collaboration with internal service providers and their representatives.
- to reaching out to faith-based groups, community based organizations and civic organizations.
- to establishing a performance record by employing all resources to prioritize, investigate, mediate and resolve problems and complaints expressed by citizens, property owners, employees, businesses and visitors.

The Goals of the Detroit Ombudsman's Office are: Accessibility, Collaboration, Outreach and Proven Performance Record.



Address Correction Required

Office of the Ombudsman
2 Woodward Avenue, Room 114
Coleman A. Young Municipal Center
Detroit, MI 48226-3413



DURENE L. BROWN
City Ombudsman

Office of the Ombudsman

2 Woodward Avenue, Room 114
Coleman A. Young Municipal Center
Detroit, MI 48226-3413

Phone: (313) 224-6000

Fax: (313) 224-1911

E-mail: Ombudsman@ombud.ci.detroit.mi.us

On the Web: www.ci.detroit.mi.us

Office Hours

8:30 a.m. until 4:30 p.m.

Monday – Friday

*“Getting problems out of the way,
so that progress can occur.”*

What is an Ombudsman?

The **City Ombudsman** is an appointed official who acts independently to receive and investigate complaints from residents, property owners, businesses and visitors. The services the Ombudsman provides are free of charge.

The Detroit Ombudsman Office was established by the Detroit City Charter on November 6, 1973.

In accordance with the City Charter, the Ombudsman also submits periodic reports to the City Council and makes recommendations to resolve ongoing complaints. For copies of reports and recommendations, visit the Web site at: www.ci.detroit.mi.us.

Why would you want to contact the Ombudsman?

If you have a complaint against any city department or agency, you should call the office of the Ombudsman.

Abandoned cars, illegal dumping, flooded streets, vacant, abandoned or dangerous buildings, public lighting outages, property or income taxes and tree trimming are some of the reasons you would need to contact the Ombudsman office.

You can contact the Ombudsman to file a complaint by:

Phone: (313) 224-6000

Fax: (313) 224-1911

Email: ombudsman@ombud.ci.detroit.mi.us

U.S. Mail and Walk-ins:

Coleman A. Young Municipal Center
2 Woodward Avenue, Room 114
Detroit, Michigan 48226

How to File a Complaint

You are encouraged to contact the Office of the Ombudsman anytime you feel that you have been treated unfairly by a city department and have exhausted every avenue within that department to achieve a resolution. When you file your complaint, please have the following information available to expedite the process:

- Exact location of complaint, including address and a description or photo(s).
- Nature of the complaint.
- The Name of the city department or agency involved.
- The name and contact information of any city employees you have already spoken with regarding the problem.
- Complaints can be filed anonymously.

Once we've gathered all your information, we will launch an investigation in order to solve your problem in a way that works for you. It's that easy!

Our concerned, professional and compassionate staff is here to resolve your complaints.



Did you know that the City of Detroit Ombudsman...

- Is Durene L. Brown, and she was unanimously appointed by the Detroit City Council in September of 2005?
- Is only the 4th Ombudsman in Detroit's history?
- Made history by creating new laws that keep Michigan kids safer?
- Is a 10-year appointment?
- Will come out and speak to groups?
- Handles more than 10,000 complaints and inquires every year?
- Provides all services for free?
- Solves 85% of all complaints that come in?



*Ombudsman Convention - Anchorage, AK
L-R Ombudsman, Asst. Ombudsman, Delegates from Botswana*

Out in the Community

Community outreach is very important to the Office of the Ombudsman. If you would like City Ombudsman Durene L. Brown to attend your community group meeting or speak at your event, contact Gail Barnard at (313) 224-6000 for scheduling information.