

The Office of the Ombudsman Celebrates 50 Years of Service! (1974-2024)

Here to Serve and Uphold Standards
Detroitters Deserve



Bruce Simpson
Ombudsman

Gail Barnard
Deputy Ombudsman

October 2024 marked an exciting milestone. The Office of the Ombudsman celebrated its 50th Anniversary of service! Past and present Ombudsmen and their dedicated staff have guided much of our amazing work. My Deputy Ombudsman and I want to recognize and thank everyone who has contributed to the amazing work accomplished within our office over the years.


Throughout the history of our office, every Ombudsman has worked hard to improve our services and embrace new technologies, ensuring that our office remains independent and confidential. Our goal has always been to enhance the quality of life for our constituents, which we do through our annual Fiscal Analysis and Budget Recommendations and everyday operations. Some recommendations have been sourced from our constituent complaints, and some have become state law. We have worked with and testified before the State of Michigan Legislature to develop legislation that supports not only our Detroit residents and veterans, but all 10 million residents throughout the State of Michigan.

Our consistent efforts to resolve grievances and promote accountability within city departments have had a meaningful impact. Many of our initiatives have led to favorable resolutions, helping build trust in our community and ultimately improving the quality of life for everyone.

I am truly honored to have served as your Ombudsman since 2015. As I approach the end of my tenure in this role in October 2025, I am excited to reflect on my journey in strengthening our independent oversight and investigative agency over the past 18 of the 50 years. We have established a welcoming environment where individuals can voice their concerns and address various complaints.

Bruce Simpson, Ombudsman
City of Detroit

Coleman A. Young Municipal Center 2 Woodward, Rm 114 | Detroit, MI 48226
Monday through Friday (open to the public) 8:30 A.M. – 4:30 P.M.

(313) 224-6000 (Office)
 Bruce Simpson Ombudsman

Ombudsman@detroitmi.gov
 cityofdetroitombudsman