

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

OFFICE OF THE OMBUDSMAN

HERE TO SERVE AND UPHOLD STANDARDS
DETROITERS DESERVE

Bruce Simpson
Ombudsman

Gail Barnard
Deputy Ombudsman



HELLO DETROITERS!

DID YOU KNOW THE CITY OF DETROIT OMBUDSMAN REPRESENTS ALL 139 SQUARE MILES OF DETROIT?

HOW DOES THE OFFICE OF THE OMBUDSMAN MEET THE NEEDS OF DETROITERS?

The Office of the Ombudsman works as an independent oversight and investigative agency. We provide individuals with an autonomous avenue to address various complaints confidentially by receiving grievances and advocating for the delivery of public services. We offer protection for our constituents, business owners, and/or developers where there is a deficiency of follow-up or city services rendered. Our office also recommends policy and procedural changes when systemic issues are identified.

The Office of the Ombudsman's independent agency serves on behalf of Detroiters and provides the following services:

- Free of Charge services.
- Independent reviews and analyzes complaints or inquiries involving City of Detroit employees and services, with the purpose of identifying a resolution to the matter.
- Prompt responses and/or update to each complaint/inquiry.
- Offers recommendations to the appropriate City department or person to resolve the matter after a thorough review and analysis of the complaints and/or inquiries have been assessed.
- Identifies barriers interfering with or preventing an efficient resolution of a complaint or inquiry when appropriate.
- Sustains historical data on the actions taken on complaint or inquiry histories and makes the appropriate written responses when requested.



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.

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