



## Meet Madam Ombudsman Sherry Gay-Dagnogo, M.Ed.

- ▶ Sherry Gay-Dagnogo is an educator, public servant, and mom who has dedicated her life to improving the community she's proud to call home.
- ▶ A lifelong Detroiters, Sherry earned her bachelor's and master's degrees from Wayne State University before pursuing a career at the nexus of public service and education.
- ▶ Eager to advance positive change, Sherry taught science in Detroit Public Schools before serving in the Michigan House of Representatives and on the Detroit School Board. She championed impactful legislation, including bold justice reform and mental health solutions, as the first woman to serve as the Michigan Legislative Detroit Caucus Chair .
- ▶ On October 6th, 2025, Sherry assumed the role of Detroit's 6th Ombudsman, to serve as "The People's Advocate". leading an independent oversight and investigative agency. She is committed to improving complaint resolution, increasing community awareness , and working collaboratively with City of Detroit Leadership for optimal city services.

***We are not trying to take over the role of any city councilmember and how they handle their constituent complaints. But we do want to be a support, and we do want to advance efficacy!***

Madam Ombudsman Sherry Gay-Dagnogo, M.Ed. , *Outlier Media, Briana Rice, October 15th*



### About the Office of the Ombudsman



The Office of the Ombudsman, established in the City of Detroit's 1974 Charter and reaffirmed in subsequent charters, serves as an independent oversight and investigative agency. Created to safeguard the rights of residents, the Ombudsman is charged by the Charter with receiving and investigating complaints regarding the official acts, decisions, and service delivery of all City departments, ensuring fairness, accountability, and transparency in municipal operations.

We provide residents with a confidential and impartial avenue to raise concerns and seek resolution. Our office is committed to strengthening partnerships with City departments to help Detroiters better understand their rights and the services available to them. Through these collaborations, we will periodically spotlight specific departments, their operation, and how they serve the public.

(313) 224- 7140



[Sherry.GayDagnogo@DetroitMI.gov](mailto:Sherry.GayDagnogo@DetroitMI.gov)



(313) 224-6000

# The Office of the Ombudsman Staff Serves The Community!

## Madam Ombudsman

Sherry Gay-Dagnogo, M.Ed. ►

Linda Wesley, Chief of Staff

## Assistant Ombudsmen

► Alexis Brown | District 6 & 7

► Anthony Brundidge | District 4

► Gina Clay | District 3

► Justin Hairston | District 5

► Christopher Johnson | District 2

► Kevin Jones | District 3

► Michelle Keeble | Admin

► London McNeal | District 4

► Allen Montgomery, M.Ed. | District 1

► Tracey Wright | District 6



## Proactive Approach!

### 1 Needs Analysis

**-Goal: Strengthening Resident Access & Awareness**

-October 6th 90 Day Plan (Day 63)

-Meeting with City Departments

-Understanding Departmental Processes & Timelines

-Identifying Systemic Challenges

-Identifying Potential Integrations Points

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### 2 Complaint Management

**Goal: Improve Complaint Resolution**

Case Management & Tracking System (CMTS)

•Conducted Internal Audit

2019-2025 •25,237 Cases (80% Closure Rate)

•Smart Sheets vs (Wingswept) Demo Opportunity for CMTS

### 3 Internal & External Partnerships

**-Goal: Build Collaborative Relationships**

City Council Collaboration

Community Support

Complaint Resolution for Challenging & Unresolved Cases

Ordinance, Legislative, or Procedural Recommendations

Establishing Internal & External Partnerships

**Join our Email List:**

[Ombudsman@DetroitMI.gov](mailto:Ombudsman@DetroitMI.gov)



**Address:**

2 Woodward, Ste. 114,  
Detroit, MI 48226



**Make a Complaint:**

313-224-6000



 /CITYOFDETROITOMBUDSMANOFFICE

 313-224-6000



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