



# KNOW YOUR RIGHTS

## Which Detroit Independent Oversight Agency Can Help?

“ Every Detroit resident deserves fair treatment and responsive government. This guide helps you connect with the independent office best equipped to address your concern.



A RESOURCE GUIDE FROM **DETROIT'S MADAM OMBUDSMAN**



### OFFICE OF THE OMBUDSMAN

Ensuring Fair Treatment in City Government

We help residents resolve concerns about City services, delays, poor communication, and unfair or unresponsive treatment.

#### CONTACT US IF:

- ✓ You can't get a response from a City department
- ✓ You are experiencing delays
- ✓ You were treated unfairly
- ✓ You have concerns about City processes or policies
- ✓ You need help navigating City services



### OFFICE OF INSPECTOR GENERAL

Investigating Fraud, Waste, Abuse, and Corruption

We investigate allegations of fraud, waste, abuse, corruption, and misconduct involving City employees, officials, contractors, and public resources.

#### CONTACT US IF:

- ✓ You suspect fraud or theft of City funds
- ✓ You suspect abuse of authority or position
- ✓ You believe City resources are being misused
- ✓ You suspect time theft or improper activity
- ✓ You suspect contractor or procurement fraud



### BOARD OF ETHICS

Promoting Ethical Conduct in Government

We address conflicts of interest and ethical violations by elected officials, appointees, and City employees to promote integrity and public trust.

#### CONTACT US IF:

- ✓ You believe an official has a conflict of interest
- ✓ You see improper gifts accepted
- ✓ You think a position is being used for personal gain
- ✓ You have concerns about ethical conduct
- ✓ You believe ethics rules have been violated



### OFFICE OF THE AUDITOR GENERAL

Providing Independent Financial Oversight

We conduct independent audits and evaluations of City programs, operations, contracts, and financial activities to ensure accountability and responsible stewardship of taxpayer resources.

#### CONTACT US IF:

- ✓ You have questions about City spending
- ✓ You are concerned about financial accountability
- ✓ You believe resources are being wasted
- ✓ You want to know about audit findings
- ✓ You have concerns about department performance

## WHAT IS YOUR CONCERN?



### CITY SERVICE PROBLEM?

Issues with services, delays, communication, or City processes.

CONTACT THE OMBUDSMAN



### FRAUD, THEFT, WASTE, ABUSE?

Suspected fraud, misuse of resources, corruption, or employee misconduct.

CONTACT THE INSPECTOR GENERAL



### CONFLICT OF INTEREST OR ETHICS ISSUE?

Questions about ethics, conflicts of interest, or improper personal gain.

CONTACT THE BOARD OF ETHICS



### QUESTIONS ABOUT SPENDING, AUDITS, OR ACCOUNTABILITY?

Concerns about how City funds are spent, audits, or financial oversight.

CONTACT THE AUDITOR GENERAL



### NOT SURE WHERE TO START?

Start with the Office of the Ombudsman. We can help connect you to the office best equipped to address your concern.

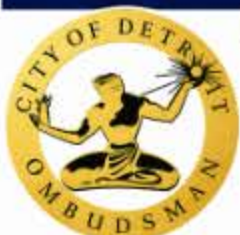


### SCAN TO LEARN MORE

Visit the Office of the Ombudsman online for resources, complaint information, community updates, and more.



**RISE HIGHER**  
MAYOR MARY SHEFFIELD

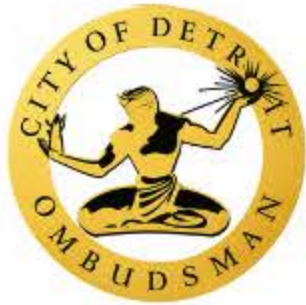


**OFFICE OF THE OMBUDSMAN**  
Detroit's Independent Advocate

313-224-6000

ombudsman@detroitmi.gov

detroitmi.gov/ombudsman



# UNDERSTANDING DETROIT'S INDEPENDENT OVERSIGHT AGENCIES

Detroit's independent oversight agencies help promote transparency, accountability, ethical conduct, and public trust in government. While each office serves a different purpose, together they work to ensure residents have access to fair and responsive government services.



## OFFICE OF THE OMBUDSMAN

*Ensuring Fair Treatment in City Government*

The Ombudsman is an independent advocate for Detroit residents. We help resolve concerns about City services, administrative actions, delays, and unfair or unresponsive treatment by City departments, agencies, contractors, boards, commissions, and employees.

### EXAMPLES OF WHEN TO CONTACT US:

- Unresolved service requests or complaints
- Delays in permits or applications
- Property tax or water billing concerns
- Poor customer service
- Bureaucratic barriers or lack of communication



## OFFICE OF INSPECTOR GENERAL

*Investigating Fraud, Waste, Abuse, and Corruption*

The Inspector General investigates and refers allegations of fraud, waste, abuse, corruption, and misconduct involving City employees, officials, contractors, and public resources. We help protect the integrity of City government.

### EXAMPLES OF WHEN TO CONTACT US:

- Theft or misuse of City funds or property
- Bribery, kickbacks, or corruption
- Abuse of authority or position
- Time theft or falsified timesheets
- Contractor or procurement fraud



## BOARD OF ETHICS

*Promoting Ethical Conduct in Government*

The Board of Ethics promotes high ethical standards in City government. We review and address conflicts of interest and ethical violations by elected officials, appointees, and City employees to maintain public trust.

### EXAMPLES OF WHEN TO CONTACT US:

- Conflicts of interest
- Improper gifts from vendors or contractors
- Use of position for personal gain
- Failure to disclose financial interests
- Violations of City ethics rules



## OFFICE OF THE AUDITOR GENERAL

*Providing Independent Financial Oversight*

The Auditor General conducts independent audits and evaluations of City departments, programs, operations, contracts, and financial activities. We help ensure taxpayer dollars are spent effectively, efficiently, and responsibly.

### EXAMPLES OF WHEN TO CONTACT US:

- Questions about City spending practices
- Financial accountability or transparency concerns
- Wasteful use of resources
- Audit findings and recommendations
- Departmental performance and efficiency

## INDEPENDENT OVERSIGHT AGENCY DIRECTORY

OFFICE	PHONE	WEBSITE
<b>Office of the Ombudsman</b> <i>Detroit's Independent Advocate</i>	313-224-6000	<a href="http://detroitmi.gov/ombudsman">detroitmi.gov/ombudsman</a>
<b>Office of Inspector General</b> <i>Investigating Fraud, Waste, Abuse, and Corruption</i>	General Phone Line: 313-628-2517 Hotline (Tips & Complaints): 313-964-TIPS (8477)	<a href="http://detroitmi.gov/oig">detroitmi.gov/oig</a>
<b>Board of Ethics</b> <i>Promoting Ethical Conduct in Government</i>	313-224-9521	<a href="http://detroitmi.gov/boardofethics">detroitmi.gov/boardofethics</a>
<b>Office of the Auditor General</b> <i>Providing Independent Financial Oversight</i>	313-224-3101	<a href="http://detroitmi.gov/auditor">detroitmi.gov/auditor</a>

### LEARN MORE ONLINE

Scan the QR code to visit the Office of the Ombudsman website for resources, complaint information, and community updates.



“Every Detroit resident deserves to know where to turn when they need help. This guide was created to connect residents with the independent offices that promote fairness, accountability, transparency, and ethical government.”

Sherry Gay-Dagnogo, M.Ed.  
Detroit's Sixth Ombudsman



FAIRNESS



ACCOUNTABILITY



TRANSPARENCY



ETHICAL GOVERNMENT