

# OFFICE OF THE OMBUDSMAN

## Quarterly Report

July 1, 2023 – September 30, 2023



### Office Overview

The Prince William County Public Schools (PWCS) Office of the Ombudsman operates in accordance with the International Ombuds<sup>1</sup> Association (IOA) Code of Ethics and adheres to the following principles:



#### Confidentiality~Impartiality~Independence~Informality

The Ombudsman's office seeks to empower those who contact the office to resolve issues on their own if possible. Depending on the situation, the Ombudsman's office may utilize different methods/techniques to help the visitor<sup>2</sup>. Some of the common methods/techniques used include:

- Listens and helps clarify visitor concerns
- Provides information and explores available options
- Identifies underlying issues and interests
- Facilitates discussions to resolve issues

While the Ombudsman's office can assist most individuals, there are some actions the Ombudsman **CANNOT** take, such as:

- Act as an individual's advocate
- Serve as a formal office of legal notice for PWCS
- Conduct formal investigations
- Maintain records

To learn more about the office and how we can support you, please visit our [website](#). Due to the confidential nature of the office, visitors are seen by appointment either in-person, virtually, or over the phone. To schedule an appointment directly, please use our [online booking system](#). For any questions/concerns, you can contact us in the following ways:

Email: [ombuds@pwcs.edu](mailto:ombuds@pwcs.edu)

Phone: 703-791-8587

The Ombudsman's office is located at:

Independent Hill Complex  
14800 Joplin Road, T 50-01  
Manassas, VA 20112

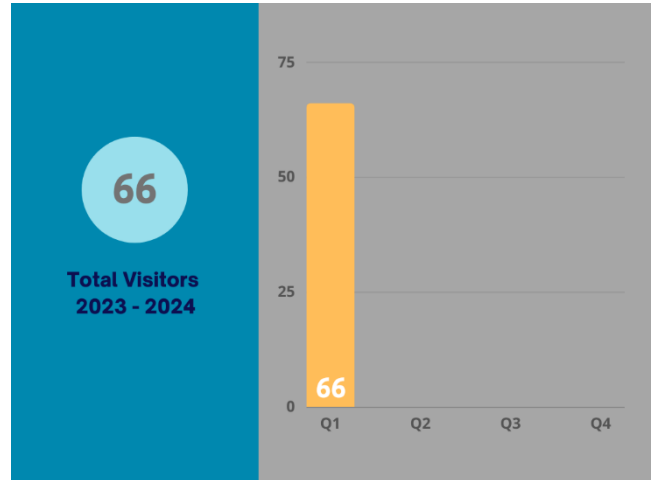
The Ombudsman's office is composed of Ombudsman, Monique "Mo" Bookstein and Ombuds Specialist, Rosamaria Manzines.

<sup>1</sup> The term "Ombuds" includes all applicable nomenclature in use for an organizational ombudsperson.

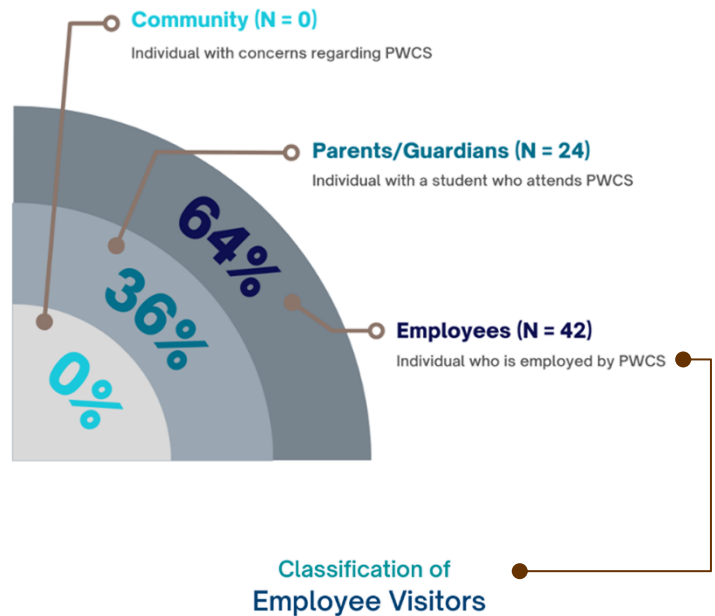
<sup>2</sup> The term "visitor" describes those who engage the services of the Ombudsman.

### Data Review

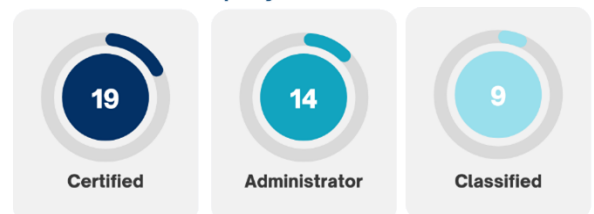
The Office of the Ombudsman continues to provide parents, students, employees, and members of the school community with assistance in resolving school-related concerns, conflicts, and issues. A single "case" is defined by the individual who is experiencing the conflict.



### Visitor Demographics



#### Classification of Employee Visitors



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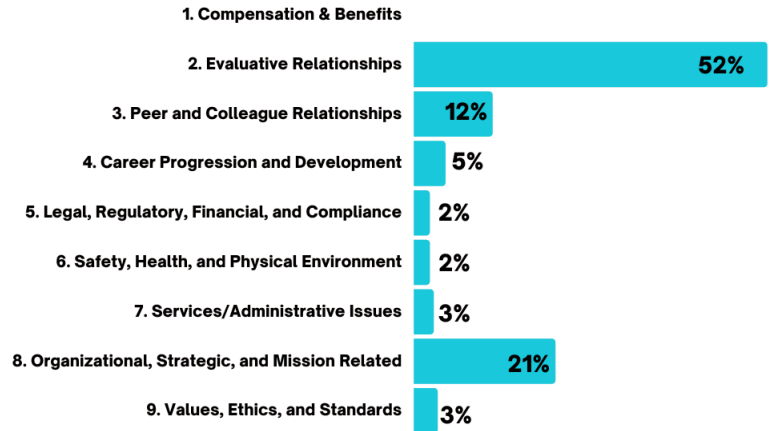


### Uniform Reporting Categories

Below are the IOA Uniform Reporting Categories. This is a list of categories developed by the IOA and used by Ombudsmen around the world to anonymously classify the types of issues brought to their offices and identify trends in requests for services. For a more detailed explanation of these categories, see the Ombudsman’s website.

1. Compensation and Benefits;
2. Evaluative Relationships;
3. Peer and Colleague Relationships;
4. Career Progression and Development;
5. Legal, Regulatory, Financial, and Compliance;
6. Safety, Health, and Physical Environment;
7. Services/Administrative Issues;
8. Organizational, Strategic, and Mission Related; and
9. Values, Ethics, and Standards.

### Employee Visitors Concerns

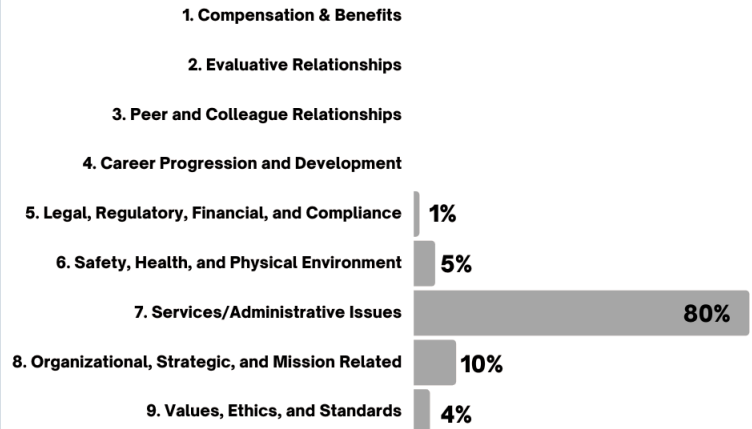


### Uniform Reporting Categories Data

Visitors often express concerns related to more than one category. Within each category there are numerous subcategories. For a more detailed explanation of this data, see the Ombudsman’s website.

Specific Issue Category	Q1	Q2	Q3	Q4
1. Compensation & Benefits	0			
2. Evaluative Relationships	90			
3. Peer and Colleague Relationships	20			
4. Career Progression and Development	8			
5. Legal, Regulatory, Financial, and Compliance	5			
6. Safety, Health, and Physical Environment	8			
7. Services/Administrative Issues	69			
8. Organizational, Strategic, and Mission Related	44			
9. Values, Ethics, and Standards	9			

### Parent/Guardian Visitors Concerns



### Community Visitors Concerns

