

Working with the Washington State Governor's Office of the Education Ombuds

Thank you for contacting the Washington State Governor's Office of the Education Ombuds (OEO). We are pleased to be working with you. This page provides some important information about our office.

OEO's staff includes Education Ombuds who work with families and schools across the state to resolve problems that impact student learning. We facilitate communication and collaborative problem-solving, but are not an enforcement agency.

Education Ombuds Do:

- Listen to understand your questions and concerns relating to students;
- Provide information about public school processes and the rights and responsibilities of students and parents, and make referrals to appropriate resources;
- Ask questions to help you identify, understand and evaluate possible options for resolving concerns;
- Act as a neutral sounding board;
- Offer support and coaching on working through conflict and building effective communication;
- Consult with families, educators and others to clarify issues and facilitate direct communication between families and schools; and
- Share best practices for increasing family engagement in schools.

Communications with OEO are confidential, and OEO will not disclose information about a caller or student without first receiving **prior written consent** from a parent or legal guardian or adult student. If OEO receives prior written consent, the Ombuds may try to help clarify and resolve issues by communicating directly with school or district staff. Due to limited resources, Ombuds will rarely be able to attend meetings either in person or by telephone, but will consider doing so in limited cases and for just one meeting, to help facilitate understanding and effective communication between families and schools.

Education Ombuds Do Not:

- Provide legal advice or representation;
- Advocate on behalf of any individual or organization, including an individual student or parent;
- Enforce laws or regulations;
- Conduct formal investigations or make findings; or
- Have authority to require schools or districts to take or not take any particular action.

OEO cannot guarantee particular outcomes but we will always work to understand your concerns, share relevant and accurate information, and identify options for collaborative problem-solving to support students. As a small state agency, we attempt to operate fairly within our resources. Ombuds cannot provide indefinite or long-term assistance in individual matters.

OEO is an
**independent state
agency.**

Our services are:

- ✓ **FREE**
- ✓ **CONFIDENTIAL**
- ✓ **IMPARTIAL**
- ✓ **COLLABORATIVE**
and
- ✓ Available to
**families,
educators and
others with
questions or
concerns
impacting
ANY CHILD
who attends or
is eligible to
attend
Washington
State K-12
public schools.**