

# ORA Ombudsman

## An Introduction

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# History and Objectives of Role

- Created in October 2015
- Facilitate informal and unbiased solutions for external parties' concerns
- Education – internal and external – needs/stress points of various parties



# When to Use ORA Ombudsman

- Should come only after other avenues have failed
- Need an objective third party read
  - Can be confidential



# In Practice...

- People actually use this service – including large and small companies, as well as individuals, consultants, lawyers, etc.
- There is NOT retribution for doing so – ORA wants to hear the problems

# Examples

- Can't get anyone to call you back/Don't know who to call
- Question on next steps/expectations
- Confusion on imports
- Concerns about conduct of an investigator
- Confidential discussion needed



# Contact

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