

OMBUDS

IN EVERY CONFLICT
LIES AN OPPORTUNITY



OFFICE OF THE OMBUDS

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- Military
- Cadre
- Other Government Civilians assigned/detailed to NRO
- Contractors supporting the NRO



WHAT THE OMBUDS CAN DO

- Allow employees to remain anonymous to everyone except the Ombuds
- Help navigate the system when unsure of where to go
- Expand problem-solving options of workplace concerns
- Remove distractions from obtaining information or addressing workplace concerns
- Address issues outside of existing formal processes or systems
- Facilitate communication between parties as a neutral third party
- Mediate or negotiate solutions for individuals or between work teams

OMBUDS PRINCIPLES



CONFIDENTIAL

The office strives to protect the privacy and confidentiality of all communications with employees to the maximum extent possible. Disclosures take place only with the employees permission or when imminent risk or serious physical harm are apparent.



INFORMAL

The office does not participate in formal NRO processes or actions. No written reports are created and names are not kept on file.

If issues are not resolved through this informal method, the Ombuds can guide the employees to the formal complaint process using their corporate resources, Grievance Officer, and/or Alternative Dispute Resolution.



NEUTRAL

The Ombuds does not serve as an advocate for any individual or group and does not take sides in any dispute, conflict, or disagreement. The office strives for impartiality, fairness, and objectivity in the treatment of people and consideration of issues.



INDEPENDENT

The office is a direct-report to the head of the agency and free from interference by any NRO employees and/or officials while maintaining access to a wide array of tools geared toward resolution.

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The Ombuds is a resource for independent, neutral conflict resolution in an informal and confidential setting. The Ombuds provides a forum to hear and help address individual and systemic organizational concerns. Government civilian, military, and contract employees and external consumers of NRO products, programs and services may bring the full scope of issues to the Ombuds, including the mission, organization, policies, programs, practices and systemic issues confronting the NRO.

CONFIDENTIAL

INFORMAL

NEUTRAL

INDEPENDENT

FOR MORE INFORMATION CONTACT

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