



*“My problem was addressed with care and concern - and the issue was solved.”
- OEO Client*

We listen. We inform. We help solve problems.

The Office Of The Education Ombuds

The Office of the Education Ombuds (OEO) resolves complaints, disputes, and problems between families, students, and public schools in all areas that affect student learning.

We function independently from the public school system and provide an alternative to costly law suits and time-consuming administrative hearings. Our services are free and confidential and available to families and all students in Kindergarten through 12th grade.

What Is An Education Ombuds?

OEO Ombuds are education professionals with extensive expertise in K-12 education, conflict resolution, mediation, and family involvement in education. They advocate for fair processes for students in public schools.

Who Can Utilize Our Services?

- **Parents/legal guardians**
- **Students** currently enrolled or eligible to be enrolled in K-12 public schools.
- **Educators** who have questions about problems and conflict with parents.
- **Anyone** who has questions about the K-12 education system, education law/policies, family/school involvement, or cultural competence in schools.

What Concerns Can I Bring To OEO?

Ombuds address issues such as: special education, bullying/harassment, suspension, expulsion, enrollment, transportation, discipline, academic progress, truancy, and more.

How Do Ombuds Work?

Ombuds speak to parents, students, and school officials to understand the problem, review relevant laws and policies, facilitate and/or mediate conversations that guide all parties towards solutions that focus on students' best interests.

What Can I Expect If I Call OEO?

Our goal is to provide exceptional customer service and individualized attention.

- We will respond to you in a timely manner and treat you courteously and with respect.
- We will listen carefully to your concerns, take prompt, direct action to address the problem, and keep you informed about our progress to achieve resolution.
- We will continue to work with you if the problem persists or returns.

We Contribute To Systemic Improvements

- OEO collects data about caller issues and demographics.
- We provide annual recommendations for the improvement of the education system to the legislature and public officials, based on the trends and patterns our data show.
- We publish position papers and special reports about areas of concern.
- We promote family involvement in education across Washington state.
- We teach workshops to educators and families. OEO is the creator of “Finding Your Voice,” a series of workshops to prepare parents to better understand the public education system.



What Does “Ombuds” Mean?

Ombudsman [om-buh dz-muh n] is a Swedish word dating back to 1809 meaning, “a public official appointed to receive complaints against government.” In 2013, the legislature made technical corrections to use gender neutral terms, changing the Office of the Education Ombudsman to the Office of the Education Ombuds.

Ombuds offices are prevalent in Europe and Asia. In the US they can be found in universities, government and corporations. OEO is the first state-wide ombuds office for K-12 public education in the nation.

OEO Advocates For Fair Processes: We are:

- **Independent**
- **Impartial**
- **Confidential**

Our Customers Tell Us...

“I was desperate as my daughter was being bullied mercilessly at school. She stopped attending school and I called OEO. They went to work right away and got us together with the Principal to solve the problem. The outcome couldn’t have been better. My daughter likes going to school again.” - **Middle School Parent**

“OEO kept me strong and positive for over 10 weeks as we worked together with the school to resolve my grandson’s IEP problem. OEO is an incredible resource. I will recommend this service to everyone.” - **Elementary School Grandparent**

“I had no idea this amazing resource existed. My experience with OEO has been extremely positive. My son was long-term suspended and I was getting nowhere with the school. OEO’s help was just what we needed. He is back in school now. Thank you!” - **High School Parent**

How Do I Contact OEO?

Telephone

206-748-5613
1-866-297-2597 (Toll-Free)

Fax

206-729-3251

Mail

Office of the Education Ombuds
155 N.E. 100th St. #210
Seattle, WA 98125

Online

www.oeo.wa.gov

Email

OEOinfo@gov.wa.gov

Learn more about resources, tips, and ways to help your student succeed academically.

Visit us on Facebook: [WAEducationOmbuds](#)
Follow us on Twitter: [@edombsuds](#)

We are able to talk to any family, in any language using a live interpreter through our Language Line. Call 1-866-297-2597.



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We Can Help!

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