

MICHIGAN BUSINESS OMBUDSMAN OFFICE

The Michigan Business Ombudsman Office provides impartial, independent and confidential assistance in resolving disputes and investigating complaints against state government agencies. Ombudsmen investigate inquiries from businesses and organizations, acting as a reliable and credible source of information for all parties.

As a neutral third party, the Ombudsman Office takes into account the interests and rights of all parties involved and will balance the needs of business and industry with the needs of state government agencies to perform their statutory roles and responsibilities.

Ombudsmen serve as information and communication agents, neutral advisors and dispute resolution experts, and process improvement resources. State of Michigan Ombudsmen provide clear, concise direction and information to businesses regarding state department procedures, processes and regulations to foster business success.

When making recommendations, the Ombudsman has the responsibility to suggest actions or policies that will be equitable to all parties.

Ombudsman services include:

- Guidance to Michigan businesses on State of Michigan regulations, procedures and processes for all state departments.
- Assistance to state government agencies on problem solving and issue resolution.
- Dispute Resolution on issues that have not been resolved via traditional departmental administrative procedures.

For more information, contact the Michigan Business Ombudsman Office at 1.877.766.1779.