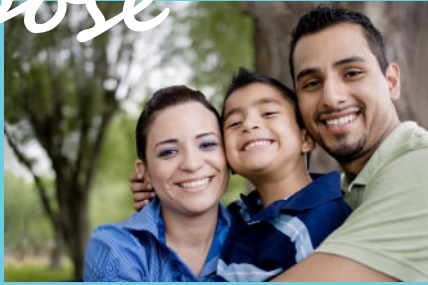


Purpose and Function



Child and Family Well-Being (CFWB) Office of the Ombudsman:

- Informs callers of CFWB policies and procedures
- Registers and monitors complaints regarding Child and Family Well-Being
- Conducts internal reviews of complaints regarding policy, procedures and social work practice
- Facilitates complaint resolution in an impartial, objective and professional manner
- Elevates findings and recommendations to management to ensure that policies and practices meet State and Federal laws, and are consistent with the mission and goals of Child and Family Well-Being
- Provides resource information about non-CFWB agencies and/or services

**Office of the Ombudsman
Contact Information
(619) 338-2098**

For written inquiries, please visit
our [website](#)

**Information Line
(858) 514-6995**

For more information, please visit
[Child and Family Well-Being](#)
(sandiegocounty.gov)

Calls frequently come from children, parents, relatives, friends, resource parents, attorneys, physicians, teachers, therapists, social workers and community groups. Anyone is welcome to call for information or to discuss a concern.



COUNTY OF SAN DIEGO



Child and Family Well-Being

OFFICE OF THE OMBUDSMAN

(619) 338-2098

- Telephone Support
- Information & Assistance
- Review of Concerns

CHILD AND FAMILY WELL-BEING

OFFICE OF THE OMBUDSMAN

WHAT IS AN OMBUDSMAN?

“Ombudsman” means one who investigates complaints and protects citizens’ rights. The Office of the Ombudsman investigates concerns related to Child and Family Well-Being policy, procedure and social work practice.

The Ombudsman is a selected individual who oversees the investigation and resolution of complaints, and reports to the Director of Child and Family Well-Being and the Health and Human Services Agency’s Chief Operations Officer. Ombudsman Investigators review complaints and develop proposed resolutions.

HOW CAN THE OFFICE OF THE OMBUDSMAN HELP?

THE OFFICE OF THE OMBUDSMAN:

- Researches policies and procedures to assist in resolving complaints
- Provides information and answers questions
- Conducts internal reviews of concerns related to Child and Family Well-Being
- Facilitates complaint resolution in an impartial, objective manner



WHAT TO DO BEFORE CALLING THE OFFICE OF THE OMBUDSMAN

Before calling the Office of the Ombudsman, try to resolve concerns by contacting the following individuals in the order listed:

1. Social Worker
2. Supervisor
3. Protective Services Program Manager
4. Chief of Practice
5. Deputy Director

The Information Line, (858) 514-6995, can provide names and phone numbers of staff in your case.

Also consider the following steps:

- Record the names of staff whom you have contacted
- Keep records: take notes and record dates of events
- Save all your documents

Please attempt to resolve the complaint at the lowest possible level. If the complaint remains unresolved, call the Office of the Ombudsman.

LIMITATIONS

THE OFFICE OF THE OMBUDSMAN *DOES NOT HAVE THE AUTHORITY TO:*

- Make recommendations to the Court or overturn Court orders
- Investigate matters in which appeals or lawsuits are pending
- Change or make exceptions to State or Federal laws and regulations
- Investigate or make recommendations in personnel or disciplinary matters
- Give legal advice