The Humane Handling Ombudsman

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Objectives

- Origin of the ombudsman
- The three core principles
- What an ombudsman can and cannot do
- Who benefits?
What Is An Ombudsman?

• Means “representative” in Swedish
• Centuries old concept
• Conduit between citizens and government
• Problem solver and agent for change
The Three Core Principles

- Independence
- Neutrality
- Confidentiality
What Can and Cannot Be Done

- Impartial and credible review
- Advocate for fairness and resolution
- Bring issues direct to senior leaders
- Offer recommendations for improvement

- Cannot mandate change
- Not an appeal mechanism
- No enforcement or disciplinary powers
Who Benefits?

- FSIS employees
- Industry stakeholders
- The general public
- USDA (the Dept.)
- FSIS (the Agency)
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