# The Ombudsman Handbook: Designing and Managing an Effective Problem-Solving Program

*James T. Ziegenfuss Jr., Patricia O'Rourke*

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Public and private organizations can benefit from the creation and implementation of an ombudsman program designed to problem-solve at the organizational level. This timely book presents the ombudsman in concept and in practice, offering full design and operational details from start-up to key activities and roles, as well as the benefits for the top executives, the employees and the customers. Case studies from numerous fields are examined to illustrate how a strong ombudsman program is vital to avoiding litigation, resolving conflicts and assisting management.

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