802 Executive Committee Chairman’s Guideline for the 802 Ombudsman

Purpose: To concisely state the role and responsibilities of the 802 Ombudsman.

802 Ombudsman Position Description:

1. Is a confidential and informal information resource, communications channel, complaint-handler and dispute-resolver, and a person who helps an organization work for change.
2. Purpose is to foster values and decent behavior -fairness, justice, equality of opportunity and respect
3. Is a designated neutral within an organization and reports to the 802 Executive Committee, outside ordinary management channels
4. Comply with all requirements defined in 802 LMSC P&P 11.0 Standards Committee Ombudsman
5. Contact details: 802ombudsman@ieee.org

802 Ombudsman Position functions and skills

1. Listening impartially
2. Providing and Receiving Information
3. Reframing Issues and Developing Options
4. Referral
5. Helping People Help Themselves
6. Information - Third Party Intervention and Diplomacy
7. Looking into the Problem
8. Generic Approach
9. Systems Change
10. Following Through
11. Investigation and Adjudication or Formal Appeals

802 Ombudsman operational guidance

1. Conflict of Interest
	1. Should an IEEE 802 participant seek the ombudsman's help on a matter that is related to any of the ombudsman's affiliations, the ombudsman is conflicted.
	2. In case the ombudsman is conflicted, the 802 ombudsman shall refer the help seeking IEEE 802 participant to the IEEE 802 EC chair for assignment of an unconflicted person to act as the ‘unconflicted ombudsman’ for that particular case.
2. Confidentiality
	1. The 802 ombudsman shall treat all conversation and communication of IEEE 802 participants approaching the ombudsman in his role as ombudsman as strictly confidential.
	2. Without the written consent of an IEEE 802 participant seeking the ombudsman's help, the ombudsman shall not reveal the identity of the participant.
3. Independence and Neutraility
	1. The ombudsman shall act as independent and neutral third party that may bring forward concerns or complaints on behalf of IEEE 802 participants.