



Commanding Officer Ombudsman Program Responsibilities

BACKGROUND

The commanding officer's responsibilities for the Ombudsman Program are substantial and ongoing. OPNAVINST 1750.1F describes the responsibilities of the commanding officer and/or designee for the Ombudsman Program.

KEY MESSAGES

- Commanding officer responsibilities include appointment, orientation, program management and effective usage of the command ombudsman.
- The commanding officer should determine which responsibilities he/she will carry out and which will be assigned to the command designee/POC for the Ombudsman Program.

STATEMENT

Upon assuming command, the commanding officer must appoint a command ombudsman. A sufficient number of ombudsmen should be appointed to provide required services to command families. For further information on considerations before appointing an ombudsman, [click here](#).

Once appointed, the ombudsman's orientation begins with the commanding officer's guidance. Orientation should include information about job duties, assignment of a command POC, reporting requirements and procedures, and guidance for working with the Command Support Team. The commanding officer should ensure that the ombudsman attends Ombudsman Basic Training. For further information on command responsibilities once an ombudsman has been appointed, [click here](#).

Effective management of the Ombudsman Program requires ongoing support, collaboration and communication with the command ombudsman. The ombudsman must have adequate equipment, materials, and assistance to carry out her/his defined responsibilities and be kept

up-to-date on command issues of interest to families. For further information on providing ongoing support to your command ombudsman, [click here](#).

ACTION

The command ombudsman is a strong support for command families and as such helps Sailors to remain focused on their job and mission. It is in the best interest of the commanding officer to make every effort to have an effective and supportive Ombudsman Program. The commanding officer must ensure that command personnel and their family members are aware of the command ombudsman program, the services provided, and contact information for the ombudsman.

RESOURCES

- [OPNAVINST 1750.1F](#)
- CNIC Ombudsman Program Management Staff
- FFSC ombudsman coordinator

CHECKLIST

- For a detailed checklist of command Ombudsman Program responsibilities, [click here](#).