

## **A Note from the WBL Ombudsman**

In any organization, there are complaints from time to time from members about how things are run. To make sure that complaints are addressed in a timely, responsible and unbiased manner, the WBL has its own ombudsman.

What is an ombudsman? Ombudsman is a Swedish word, which literally translated means “representative” or “agent.” An ombudsman is completely neutral and independent.

The WBL ombudsman’s job is to investigate and report when necessary to the WBL membership, board or staff when corrective action may be warranted. If an investigation is unwarranted, the ombudsman may still choose to provide helpful advice to the WBL board or staff in order to improve conditions for the membership. The ombudsman may seek opinions from members regarding a complaint received, but the ombudsman should take care to protect the privacy of complainants.

The WBL ombudsman will not specifically identify any members who provide feedback to the ombudsman. The ombudsman’s job is to improve conditions for all WBL members, so the source of the feedback is immaterial to the ombudsman’s recommendations. (For specific complaints about player conduct at WBL events, members may file a Recorder form with the WBL Recorder, Barry Bragin.)

As your WBL ombudsman, I will listen when members have concerns, and I will report to the WBL membership, board or staff as needed. This may include explanations of why the WBL does some of the things it does, and how decisions are made.

Ombudsman Feedback Forms are available at the WBL Unit Games with instructions on where to send them, or hand the form to me at the Unit Game.

Adrienne Kuehneman