

# SFMTA OMBUDS OFFICE

*Focusing on the employee experience, the Ombuds Office provides a safe, confidential place to discuss concerns and explore possibilities for resolution. We are committed to approaching every situation from a point of neutrality, providing employees the opportunity to be heard, and helping employees understand their options for dispute resolution.*

## INTERPERSONAL DISPUTE RESOLUTION PROCESSES:

Several types of mediation services are offered to encourage the resolution of disputes:

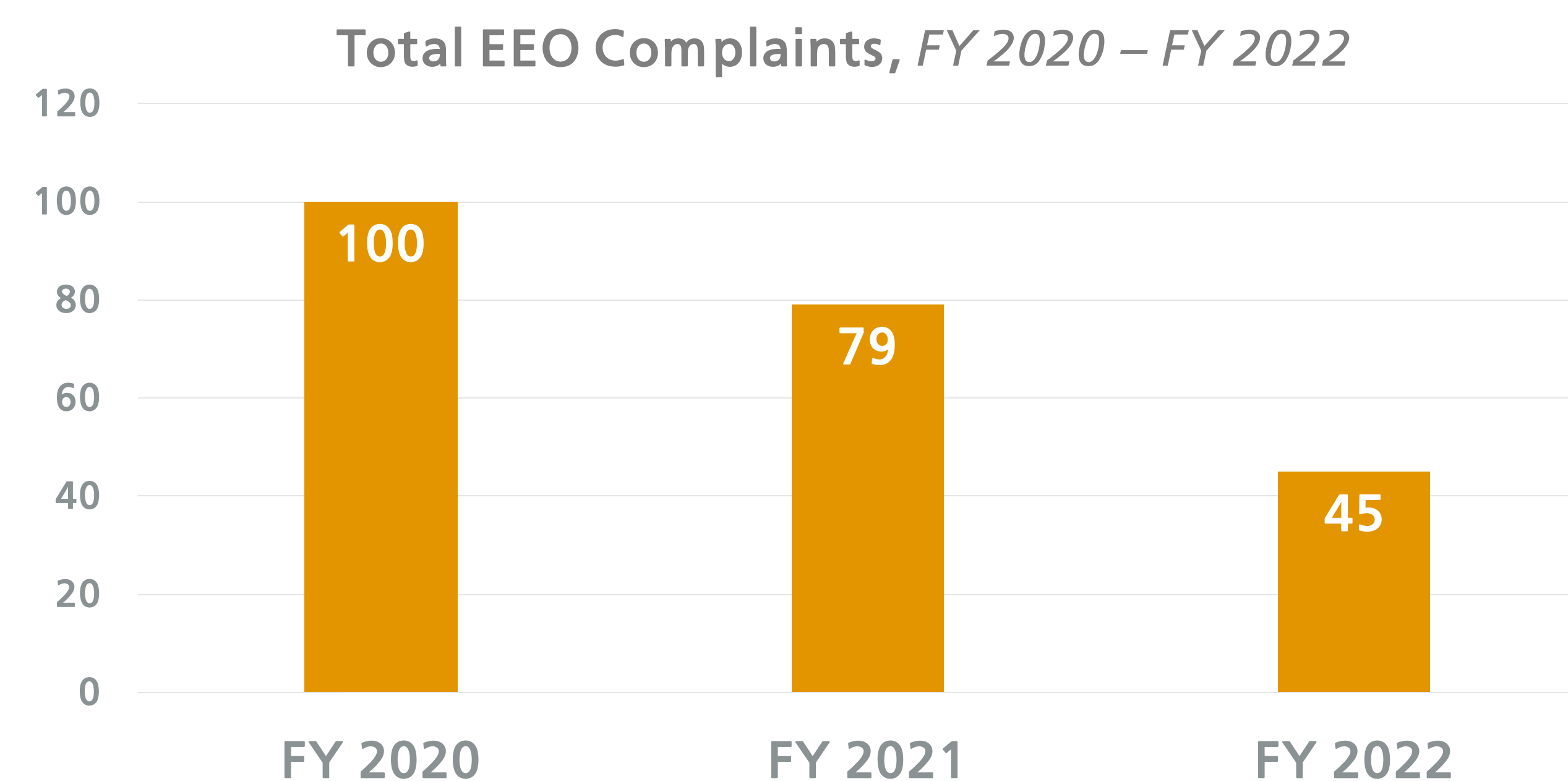
- 1 **The Standardized Process:** recognized as the baseline structure
- 2 **The Circle Process:** globally recognized by relationship-based cultures
- 3 **The Kingian Non-Violence Process:** based upon Rev. Dr. Martin Luther King, Jr's principles
- 4 **The Sustained Dialogue Process:** utilizes in-depth sessions over an extended time-period for complicated, layered issues

## NEXT STEP

The Ombuds Office is leading a multi-department effort to develop a comprehensive tracking system for all workplace complaints, including tracking EEO complaints handled by DHR EEO and non-EEO complaints handled by our SFMTA HR Employee Labor Relations Unit. **Implementation of a tracking system will allow a more in-depth analysis of our workplace complaints and will assist in the development of effective initiatives for workplace culture improvements.**

## BENEFITS OF THE OMBUDS OFFICE:

The Ombuds Office addresses complaints quickly and at the staff level to help them develop the tools to engage respectfully with each other. **Our EEO complaint filings have been reduced by nearly 30 percent since the office was re-established.**



## HOW DOES THE OFFICE WORK?

The SFMTA re-established its Ombuds Office in July 2021 as a centralized point of contact to receive employee workplace complaints.

The office receives, assesses, resolves and/or refers all workplace complaints. Options for resolution include:

- Mediation by the Ombuds Office.
- Review and resolution by SFMTA Human Resources.
- Referral to the SF Department of Human Resources (DHR) for resolution.

The Ombuds Office supplements, but does not replace or substitute, the formal complaint or grievance processes, made available by SFMTA. It serves as a critical resource for staff to understand the overall complaint resolution process and a central portal to track the issues and support staff as they navigate the process multi-department process.

### Centralized Complaint Handling Workflow

