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The Ombudsman Association Standards Committee

1994

Evolution of Organizational Ombudsman Standards of Practice

- Corporate Ombudsman Association, Code of Ethics, 1987
Neutrality/Impartiality, Confidentiality, Professionalism
(does not include Independence, Informality)
- McDonnell Douglas Ombudsman Handbook, Mission Statement, 1991
Confidentiality, Neutrality, Informality
(does not include Independence)
- University and College Ombudsman Association, Ethical Principles for University and College Ombudsmen, 1991
Objectivity, Independence, Accessibility, Confidentiality, Justice, Professionalism
(does not include Informality)
- University and College Ombudsman Association, Best Practices for a College or University Ombuds Office (unofficial), 1994
Confidentiality, Impartiality, Independence, Informal assistance
- The Ombudsman Association, Standards of Practice, 1995
Confidentiality, Privilege, Discretion, Neutrality, Independence, Informality, Systems Change, Professionalism
- University and College Ombuds Association, Standards of Practice, 2000
Independence, Impartiality/Neutrality, Confidentiality, Informality, Accessibility, Professionalism
- American Bar Association, Standards for the Establishment and Operation of Ombuds Offices, August 2001 and February 2004
Independence, Impartiality, Confidentiality
(does not include Informality)
Please note: IOA Guidance for Best Practices and Commentary on the ABA Standards..., March 2006
- International Ombudsman Association, Standards of Practice, 2006
Independence, Neutrality/Impartiality, Confidentiality, Informality, Professionalism
- International Ombudsman Association, Ombudsman 101 Syllabus
Added "Independence" as a Principle in 2001
Separated "Principles" – Confidentiality and Privilege, Independence, and Neutrality — from "Tools" – Listening, Negotiation, System Change, etc.
(does not include Informality as a separate Principle or Tool)



Department of Distinctive Collections
Massachusetts Institute of Technology
77 Massachusetts Avenue
Cambridge, MA 02139-4307
libraries.mit.edu



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