

# Ombuds Office: Questions & Answers (Q&A)



Who is an Ombuds ?

An Ombuds is a trustworthy person who can listen, support, and guide you through situations that have not been successfully resolved by SOS Children's Villages Safeguarding. There are National, Regional, and Global Ombuds.



How do Ombuds work?

All Ombuds are governed by four critical principles:

- Confidentiality – what you share will not be shared with anyone else unless you give permission to share it with others, or you or someone you know is at risk of harm from others or to themselves.
- Independence – the Ombuds is independent of SOS Children's Villages and does not report to anyone within the organisation.
- Impartiality – the Ombuds is committed to treat everyone equally.
- Informality – the Ombuds works through informal relationships.

They are here to help you!



Which Ombuds do I contact?

You contact the National Ombuds.



Who can contact the National Ombuds?

Children and young people who are in SOS Children's Villages programmes, now or in the past. Also, adults or staff who have a concern about a child or young person in SOS Children's Villages programmes can contact the Ombuds.



How can I contact the National Ombuds?

You can contact the National Ombuds by:

- Email
- Phone
- WhatsApp
- In person, when they visit



**Ombuds  
Office**

for  
SOS Children's  
Villages



Where is the National Ombuds located?

The Ombuds is located where they can have private conversations. This location will be shared with children, young people, SOS Children's Villages staff, and community members. The Ombuds may also visit villages in person.



Who can help me connect to the National Ombuds?

- Children's "Representatives" (sometimes called "Connectors" or "Ambassadors"), or
- Staff "Representatives" (sometimes called "Confidantes"), or
- Child Safeguarding Focal Points



What type of concerns can I talk about with the National Ombuds?

When you feel unsafe and Child Safeguarding has not been able to help you, you can talk about issues like:

- Emotional, physical, sexual abuse
- Neglect
- Exploitation
- Harassment
- Bullying
- Discrimination
- Abuse by another child or youth



How do I know whether to contact SOS Safeguarding or the National Ombuds?

- 1st step: Contact the child safeguarding team or focal point.
- 2nd step: Work with the child safeguarding team or focal point.
- 3rd step: If you still feel unsafe and the issue or situation is not resolved, contact the National Ombuds.



What can I expect from talking with the National Ombuds?

You can expect to have a person who you can trust listen to you. Together, you will find a way forward.



Ombuds Office

for SOS Children's Villages