

MICHIGAN BUSINESS OMBUDSMAN OFFICE

The Michigan Business Ombudsman Office serves as a liaison between state government and the business community. The office provides impartial and independent assistance in resolving disputes and investigating complaints against state government agencies.

In addition to traditional, reactive problem solving, the Ombudsman office is proactively working to help Michigan businesses succeed and grow. Ombudsmen strive to improve the business climate by fostering collaboration and improving processes across state government.

Critical Relationships

Ombudsman staff cultivate and maintain critical relationships with directors and key staff of state departments, economic development partners, statewide service providers, and federal government agencies.

Guidance

Ombudsman staff has a depth of knowledge and experience across government, allowing them to serve as information and communication agents who can educate the business community on departmental regulations, processes, and procedures, as well as areas of opportunity.

Ombudsman staff bring together teams of permitting, licensing and departmental technical experts in order to clarify requirements, facilitate state permitting and other assistance, and make the project development process more efficient for business.

Problem Solving

Ombudsman staff has built a contact network across both state and federal governments. Through this network, they can rapidly connect with experts, gain an understanding of issues, and actively solve problems. Ombudsmen offer expert guidance on issues that have not been resolved via traditional departmental administrative procedures.

Ombudsmen investigate inquiries from businesses and organizations, acting as a neutral, reliable and credible source of information for all parties. The Ombudsman Office takes into account the interests and rights of the parties involved and will balance the needs of business and industry with the needs of state government agencies to perform their statutory roles and responsibilities.

State Government & Stakeholder Collaboration

State government agencies are working together to be better partners with local government, the private sector, and regional development organizations across Michigan. The Michigan Business Ombudsman Office administers the Interdepartmental Collaboration Committee (ICC), which is charged with ensuring that state government will work together to leverage and target financial and human resources to help Michigan produce jobs, spur regional economies and elevate the quality of life for all our state's citizens.

The ICC is led by state department directors and department champions who identify opportunities to develop and implement solutions to existing problems and new approaches that further economic development and placemaking. This group serves as a steering committee and provides oversight of subcommittee and work group activities. There are several ICC standing subcommittees and multiple working groups that are addressing a wide variety of topics including marketing, placemaking, and rural development. You can learn more about the ICC at: www.MichiganAdvantage.org/ICC.

How to Reach the Michigan Business Ombudsman

Contact the Michigan Business Ombudsman Office at 1.877.766.1779.