

**DETROIT CHARTER REVISION COMMISSION**

**PROPOSAL/ISSUE REVIEW SUMMARY**

**ISSUE NUMBER:** GOS 80

**ISSUE CATEGORY:** Government Operations & Structure

**SOURCE:** Gwinnette W. Crownley

**RELATED CHARTER SECTIONS:** Art. 4, Ch. 3 (Ombudsperson)

Letter dated November 15, 2010

**RELEVANT ORDINANCE SECTION:**      **RELEVANT LAW(S):**

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**ISSUE/PROPOSAL STATEMENT:** Measures need to be in place to assure timely action and responses, with written reports being made to the complainant and relevant department. Time limits need to be in place and published. In cases of compliance failures, next steps/actions need to be clearly stated so complainant can effectively follow up.

**RATIONALE:** “There needs to be an assessment of the work of the Ombudsman. Since I think this office [Ombudsperson] is underutilized, it might be better to have citizens’ complaints come through that office , rather than as they are currently being handled. This would ensure that [t]he Ombudsman’s Office is properly utilized and that there would be freedom to investigate. I believe that office now DOES NOT investigate, merely routes the “problem” to a certain department and accepts – without assessment – the report from the department. This should not be, as some sort of independent investigation should take place.”-Gwinnette W. Crownley, Letter, dated November 15, 2010.

**ANALYSIS:**

**DISPOSITION/COMMISSION ACTION:**

**NOTES:** See “Charter History of Ombudsperson”, May 8, 2010.