

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.

Ombudsman staff 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 all 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.

How to Reach the Michigan Business Ombudsman

Contact the Michigan Business Ombudsman Office at 888.522.0103.