



Janet T. Mills  
GOVERNOR

STATE OF MAINE  
OFFICE OF THE GOVERNOR  
1 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0001

October 14, 2021

Dear Friends,

On behalf of the citizens of Maine, I write this letter to raise awareness of Ombuds Day which is recognized on the second Thursday of October.

The role of the ombuds, a designated neutral government official charged with advocating on behalf of citizens with complaints or problems with the government, originated over 200 years ago in Sweden. Today's ombuds are confidential, independent, and impartial conflict management professionals who work to address individual and systemic issues outside of and complementary to formal channels such as human resources, grievances, complaints, and legal action.

Ombuds work in a wide variety of organizations in Maine and worldwide, including universities and colleges, governments at all levels, healthcare institutions, corporations, financial institutions, for-profit and not-for-profit organizations, the media, and international organizations. Ombuds programs provide a valuable form of alternative dispute resolution, are of significant value to the constituents and institutions they serve, and are an essential supplement to formal conflict management processes that address allegedly inappropriate or wrongful conduct.

As Governor, I thank the hardworking ombuds in our state who strive for fairness of process and healthy conflict resolution, and I encourage the citizens of Maine to become familiar with the ombuds profession and to make use of these essential services as needed.

Thank you,

Janet T. Mills  
Governor



PRINTED ON RECYCLED PAPER