

CODE OF ETHICS

PREAMBLE

The International Ombuds Association (IOA) is dedicated to excellence in Organizational Ombuds¹ practice. The Code of Ethics, Practice Principles and Standards of Practice are the foundation for the IOA Standards of Practice.

The IOA's Code of Ethics reflects the IOA's commitment to the establishment of accessible, structured Ombuds programs, ethical conduct by Ombuds, and the integrity of the Organizational Ombuds profession.

CORE VALUES

The Ombuds role requires Ombuds to conduct themselves as professionals. The following Core Values are essential to the work of Ombuds:

Act with honesty and integrity;

Promote fairness and support fair process;

Remain non-erences; judgmental, with empathy and respect for individuals;

Promote dignity, diversity, equity, inclusion, and belonging;

Communicate accurate understanding through active listening;

Promote individual empowerment, self-determination, and collaborative problem-solving;

Endeavor to be an accessible, trusted, and respected informal resource.

INDEPENDENCE

Ombuds must remain independent in their role and free from external influences. Ombuds must maintain independence in their decision-making and reporting to ensure impartiality and effectiveness.

INDEPENDENCE

IMPARTIALITY

Ombuds must remain impartial in their role and free from external influences. Ombuds must maintain impartiality in their decision-making and reporting to ensure fairness and effectiveness.

IMPARTIALITY

INFORMALITY

Ombuds must remain informal in their role and free from external influences. Ombuds must maintain informality in their decision-making and reporting to ensure accessibility and effectiveness.

CONFIDENTIALITY

Ombuds must remain confidential in their role and free from external influences. Ombuds must maintain confidentiality in their decision-making and reporting to ensure trust and effectiveness.