

How the DES Ombudsman Can Help You

Om · buds · man

n. an independent, impartial, and confidential complaint handler [who] serves as an alternative means of dispute resolution – a means by which issues may be raised, considered, and resolved.

The DES Office of the Ombudsman is a confidential, impartial, independent and informal resource that can assist in resolving issues of concern when receiving or attempting to receive benefits and services from DES.

Contacting the Ombudsman

If you have a question, concern or complaint:

Email: Ombudsman@azdes.gov

Call: 602-364-2860

Seeking Solutions

Once aware of the issue, the Ombudsman works with the related program to find a solution.

Supporting Clients

If the issue needs more direct program support, you will be connected with a Client Advocate.

Continuous Improvement

While helping clients and stakeholders of DES, the Ombudsman monitors and tracks complaints to identify systemic issues. By sharing the issues you encounter, we are able to make DES more efficient and effective.