What is an ombudsman? (pronounced “om-budz-man”)
The word ombudsman comes from the Swedish word meaning “representative.” An ombudsman serves as an intermediary who seeks to resolve school and district issues and concerns from parents, students, employees and members of the public. Our office is a member of the International Ombudsman Association, a worldwide organization which upholds standards and issues certifications.

Issues We Handle

- Attendance
- Bullying
- Safety
- Special education
- Transportation

How to Contact Us

Website: http://www.cms.k12.nc.us/parents/Ombudsman/Pages/default.aspx
Email: ombudsman@cms.k12.nc.us
Phone: 980-343-0055

Address letters to:

Ombudsman’s Office
4421 Stuart Andrew Blvd., Suite 100
Charlotte, NC 28217

Our goal is to respond to all questions or complaints within 48 hours.

“The Ombudsman’s Office has been a wealth of information and has offered exceptional help to me this morning.”

C.P. (grandmother of a CMS middle school student)
The Ombudsman’s Office is responsible for assisting parents, community members and employees with school-related concerns and issues. We work to help those who have questions or concerns to find the best channels for resolving them.

Our office was created in 2017 by Superintendent Clayton Wilcox to make CMS more accessible and responsive to all families. The ombudsman is a troubleshooter, who helps remove roadblocks when they occur. The ombudsman also assists in dispute resolution and makes recommendations to the superintendent about potential improvements. We know that the best environment for kids is to have everyone – families, employees and the community – engaged with our public schools. Our office works with families and staff to remove obstacles to full engagement. We work to help all parties find acceptable options and solutions.

We want every student and every family to find what they need in our district. We also recognize that a large urban district like ours can be sometimes difficult to navigate – and we’re here to help.