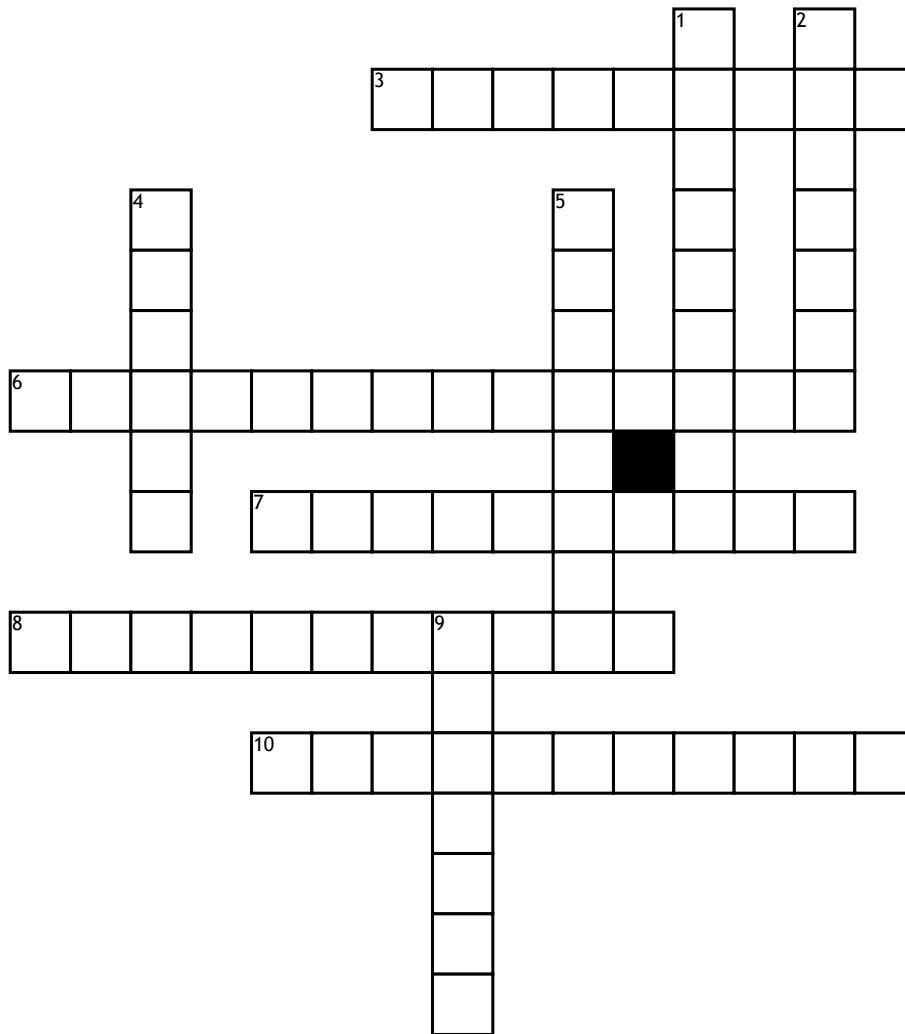


Name: _____

Date: _____

The Ombudsman



Across

3. An Ombudsman solve cases neutrally between _____ parties.
6. How can you engage in the service of the Ombudsman?
7. For whom does the Ombudsman work?
8. His role is to _____ a dialogue between the complainant and companies involved.
10. What needs to be kept between you and the Ombudsman?

Down

1. The information is used as _____ when disputes arose.
2. What does the Ombudsman do when two parties have complaints against each other?
4. How does the Ombudsman solve cases?
5. Proof needed of responses when conflict arose.
9. An offender must offer a public _____ to offended.

Word Bank

Aggrieved	Government	Fairly	Facilitates
Correspondence	Reference	Information	Mediate
Apology	Evidence		