



Office of the Family & Student Ombudsman

What is a Family and Student Ombudsman?

- The Family and Student Ombudsman is a confidential resource for students, families, and community members.
- We provide information about resources and how to access them.
- We offer informal help to resolve concerns, problems, complaints, and other student related issues.
- We also provide information about FCPS policies and procedures, it's resources, and how to access them.

Why Contact the Family and Student Ombudsman?

- To understand how FCPS works or where to go for help.
- To get help solving an issue that affects your student (e.g., safety, academics, discipline, etc.).

What Should I Expect When I Call the Family and Student Ombudsman?

- The ombudsman will listen to understand your question or concern.
- The ombudsman will ask how you would like your question or concern resolved about desired outcomes.
- The ombudsman will provide information and options to answer your questions or resolve your concern.

Contact the Family and Student Ombudsman



Phone: 571-423-4014

Email: ombudsman@fcps.edu

Website: www.fcps.edu/ombudsman