

# Oregon Workers' Compensation Ombudsman for Injured Workers

The Ombudsman for Injured Workers was created by the 1987 Legislative Assembly. The director of the Department of Consumer and Business Services appoints the ombudsman, with the concurrence of the governor. The Ombudsman's Office acts as an advocate for injured workers by accepting, investigating and attempting to resolve complaints concerning matters related to workers' compensation.

The Ombudsman's primary focus is to provide prompt and excellent service to injured workers who have questions or concerns regarding the workers' compensation system. The office is committed to providing workers accurate information about their rights and responsibilities to enable them to protect their rights in the workers' compensation system.

The Ombudsman also provides training and outreach to injured workers and stakeholders to improve awareness of the services the ombudsman's office provides and ensure that workers who need help have access to those services regardless of language, disability, or other potential barriers.

The Office of the Ombudsman for Injured Workers is staffed by the Ombudsman, a Chief Assistant Ombudsman, five Assistant Ombudsmen (three are fluent in Spanish), and one support staff member.

**Note:** The Ombudsman is not an attorney, cannot represent injured workers at Workers' Compensation Board hearings, and cannot provide legal advice.

## For more information contact:

Ombudsman for Injured Workers:

Toll-free: 1-800-927-1271

Direct: (503) 378-3351

FAX: (503) 373-7639

E-mail: [oiw.questions@state.or.us](mailto:oiw.questions@state.or.us)

Web: [egov.oregon.gov/DCBS/OIW](http://egov.oregon.gov/DCBS/OIW)

