



DEPARTMENT OF THE NAVY  
NAVAL DISTRICT WASHINGTON  
1343 DAHLGREN AVE SE  
WASHINGTON NAVY YARD, DC 20374-5161

NDWINST 1750.3C  
NOOF  
APR 27 2009

NAVAL DISTRICT WASHINGTON INSTRUCTION 1750.3C

From: Commandant, Naval District Washington

Subj: AREA OMBUDSMAN ASSEMBLY

Ref: (a) OPNAVINST 1750.1F  
(b) NDWINST 1750.2D

1. Purpose. To provide policy and procedures for the Naval District Washington (NDW) Ombudsman Assembly.
2. Cancellation. 1750.3B
3. Background. Reference (a) provides guidance on the Navy Ombudsman Program and directs each commanding officer, commander, or officer-in-charge to select a command ombudsman. As Area Coordinator for Navy activities in the National Capital Region, the Commandant, NDW established the Area Ombudsman Assembly to benefit all area commands.
4. Eligibility. References (a) and (b) provide criteria for selecting a command ombudsman. When selecting the person best able to fulfill this office, ensure the candidate possesses some or all of the following characteristics:
  - a. Determination to establish a smooth working relationship between the command and family members of enlisted and officer personnel.
  - b. Desire to discover the true facts associated with any problem situation and have tenacity to bring those facts to the attention of all concerned.
  - c. Ability to maintain confidentiality.
  - d. Ability to remain impartial and fair under all circumstances.
  - e. Desire and time to be available for others, to hear their problems and issues, answer their questions, and make appropriate referrals to military and community services.

5. Action

a. Membership shall be open to any command ombudsman at commands located within NDW.

b. The Assembly's primary objective is to sponsor training, ensuring basic training is provided at least once a year provide up-to-date resource information, and provide assistance for recognition of all command ombudsmen.

c. The Assembly is headed by a chairperson, selected by the membership and appointed by the Commandant, NDW. The Assembly Chairperson should be the spouse of an active duty service member. The chairperson does not have to be an active ombudsman currently serving a command, but should have appropriate experience for the position. The chairperson serves as liaison between the Commandant, NDW, and the Area Ombudsman Assembly. The appointment, is for a specific period of time and shall be in writing.

d. The Assembly will meet at least monthly at a time and site selected by the chairperson.

e. Each ombudsman is responsible for attending meetings to remain current on information and policies which affect the welfare of Navy families.

f. The chairperson will:

(1) Provide information, advice, and assistance to other ombudsmen.

(2) Conduct monthly meetings of the Assembly, including the selection of speakers.

(3) Forward meeting minutes to the Commandant, NDW.

(4) Chair and serve on the Ombudsman Training Academy Committee.

(5) Update and maintain a current roster of Assembly members.

(6) Represent the Assembly at various meetings, including Family Advocacy Committee, Navy Relief Advisory Board, and Health Care Consumer Council.

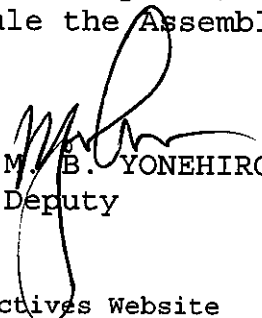
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g. The Commandant, NDW, will appoint an Ombudsman Assembly Advisory Board to include the Fleet and Family Support Center (FFSC), NDW Command Master Chief, spouse of a senior military member, and a chaplain. It is the responsibility of the Assembly Board to provide guidance to the Ombudsman Assembly Chairperson and to communicate the role of the ombudsman to the entire Navy community.

h. Program management shall be the responsibility of the Director, Fleet and Family Support Center, NSA Washington, who will designate an ombudsman coordinator. The coordinator will:

- (1) Serve as the liaison between the FFSC and the ombudsman Program.
- (2) Coordinate ombudsman training (orientation; basic and advanced).
- (3) Assist with arrangements for speakers and trainers.
- (4) Plan logistics and handle administrative details for training.

i. All commands are requested to submit to the Director, of the local FFSC the name, address, and phone/fax numbers of their command ombudsman to help schedule the Assembly meeting.



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