

Office of the Children's Ombudsman

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Any individual may submit a complaint to the OCO, including children and youth who are or were in foster care.

Intake Contact Email

complaints@oco.virginia.gov

Intake Process

Call, mail, or email a complaint to the office. A complaint may also be submitted online through the website. You cannot be penalized by any child-serving or child-placing agency for filing a complaint with the OCO.

Intake Contact Telephone

(804) 225-4801

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves children residing in Virginia.

Self Refer

Yes

Office of the Governor

<https://www.virginia.gov/agencies/office-of-the-governor/>

<https://www.facebook.com/Governor-of-Virginia-61634046094/>

<http://twitter.com/governorva>

Main

(804) 225-4801

1111 East Broad Street, Suite B042

23219 VA

United States

Fee Structure

No Fee

Languages Spoken

English

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Call if translation is needed

The Office of the Governor oversees the Office of the Children's Ombudsman (OCO). The OCO reviews actions, policies, and procedures of child-serving agencies involving children who are receiving child protective services, are in foster care or are awaiting adoption. The OCO can investigate complaints alleging that an agency's action while serving the child, was:

- in violation of a law, rule, or policy;
- imposed without an adequate statement of reason; or
- based on irrelevant, immaterial, or erroneous grounds.

[OCO complaints may be submitted online at the website](#). A [complaint form is available for download](#) on the website and may be submitted by mail or email to the office.

OCO does not investigate reports of child abuse or neglect. If you suspect that a child is a victim of abuse or neglect, please contact the child protection services hotline at (800) 552-7096.

The OCO cannot address complaints related to:

- Any court decision, court order, or the actions of judges or attorneys;
- Child custody, visitation, or child support;
- School issues or educational services;
- The actions of Law Enforcement Officers;
- Employment issues with an agency.

Service Area(s)

Statewide

Email

info@oco.virginia.gov