



## Utilizing C4SO's Diocesan Ombudsman

We're pleased to expand the role of Diocesan Ombudsman to be a trusted, free resource for navigating interpersonal dynamics, conflict and communication challenges in C4SO churches. Operating with much broader functionality than C4SO's past Ombudsman, our new Ombudsman Lexi Wolfe will work in addition to our [Safety, Response and Care Team](#) as a confidential, independent and neutral resource to answer conflict-related questions and discuss strategies for navigating and de-escalating interpersonal matters, including whether you need to report the concern via [C4SO's Reporting Portal](#)— or resolve it some other way.

### Here are a few common situations where the Ombudsman can help you:

- Growing tension with a colleague, staff team or leadership group
- Receiving or giving difficult feedback
- A disruptive or adversarial person in your congregation or leadership
- Teams where people are struggling to work well together
- Damaged trust in a ministry area or key relationship
- A sensitive or complex concern that needs a confidential thought partner
- Preparing for a difficult or high-stakes conversation
- Pockets of division, polarization or recurring conflict in your congregation
- Considering whether mediation or facilitated conversation would help

### What the Ombudsman *Doesn't* Do

To maintain independence and informality, the Ombudsman doesn't:

- Participate in formal investigations or serve in formal resolution processes
- Make binding decisions or impose outcomes
- Receive formal notice for the diocese (e.g., whistleblower reports)
- Create, interpret or enforce diocesan policy
- Create or maintain formal records
- Serve as an advocate for any individual or issue



## Get in Touch

If you have a concern or simply want a sounding board to talk through a challenge with a conflict resolution expert, [reach out to Lexi for a 1:1 confidential conversation](#). Many people wait because they're not sure their situation is a "real" issue. If you're wondering whether to reach out, the answer is usually yes.