CALSTRS.

Office of the Ombuds

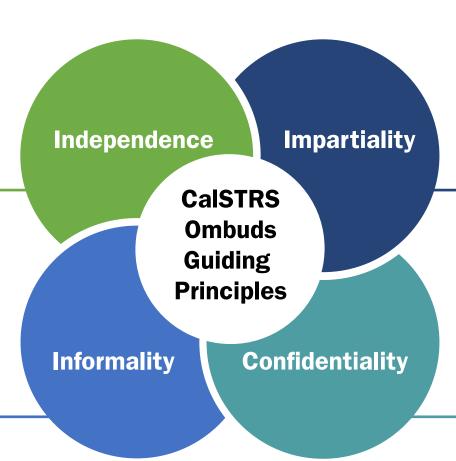
2023/24 Annual ombuds report



Guiding principles of practice

The ombuds is independent in structure and function to the highest degree possible within CalSTRS.

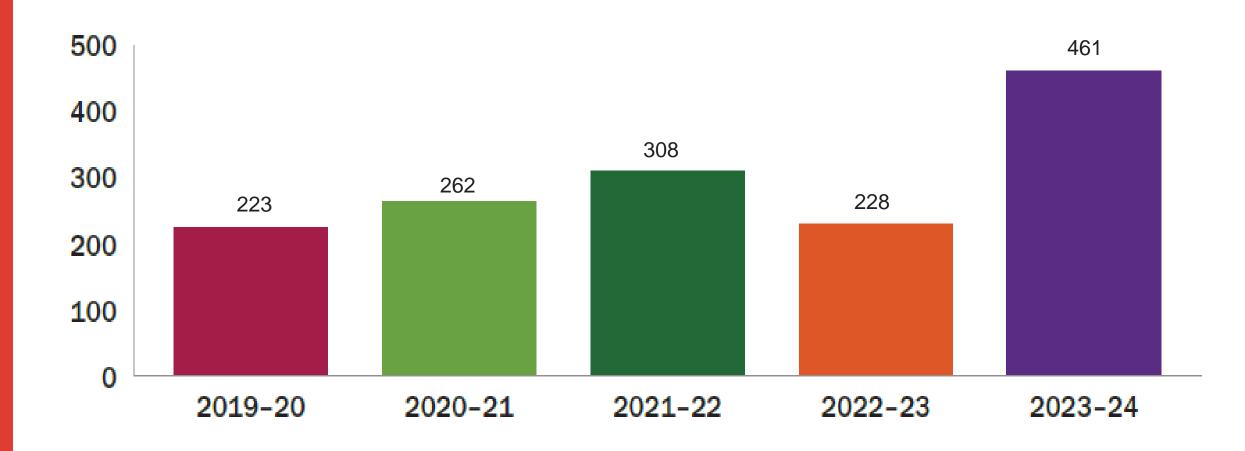
The ombuds does not make binding decisions, mandate policies, or formally adjudicate issues for CalSTRS. The Office of the Ombuds supplements but does not replace any formal complaint or grievance channels at CalSTRS.



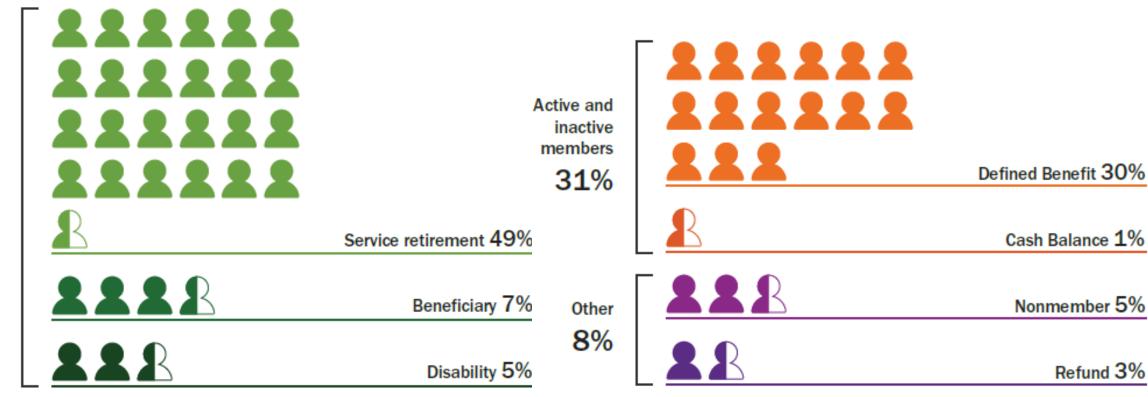
The ombuds is designated as neutral and impartial. The ombuds will not engage in any situation which could create a conflict of interest.

The ombuds holds all communications with those seeking assistance in strict confidence. Confidential member information is shared only when necessary to resolve and issue/complaint.

Total ombuds cases



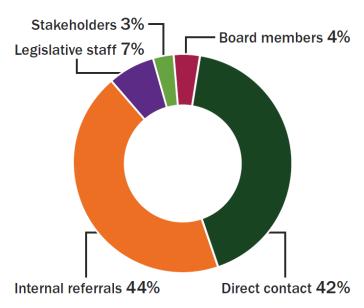
Contact demographics



Benefit status 61%

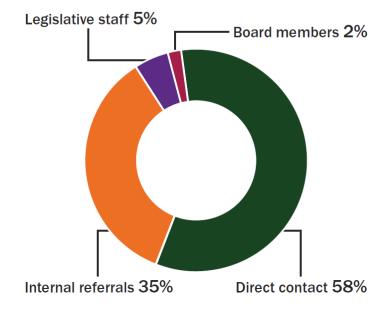
Referrals

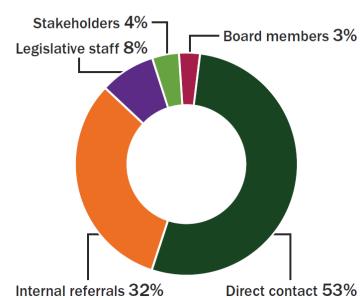




FY 2021-22

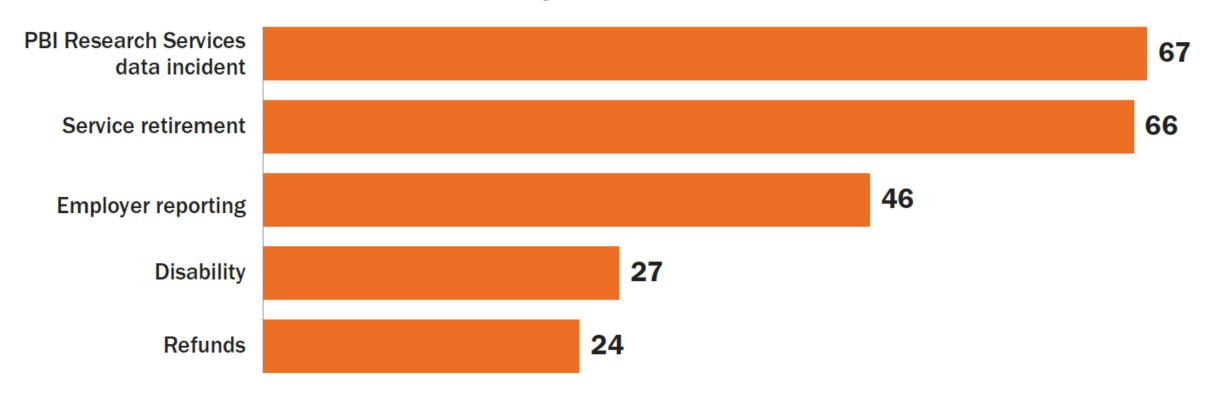
FY 2022-23



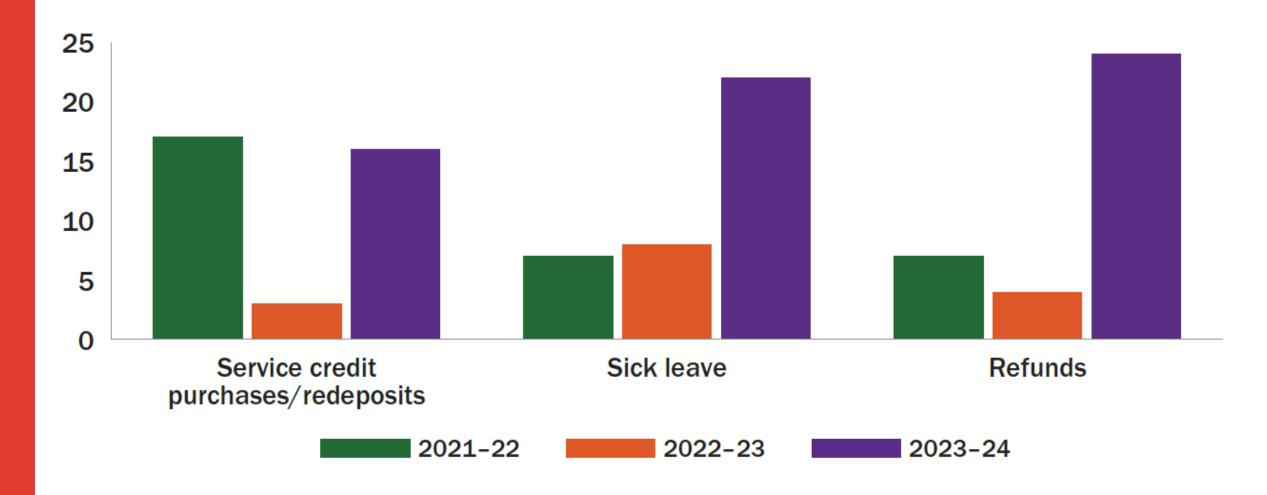


Common Topics

Top five cases



Biggest increases



CALSTRS.