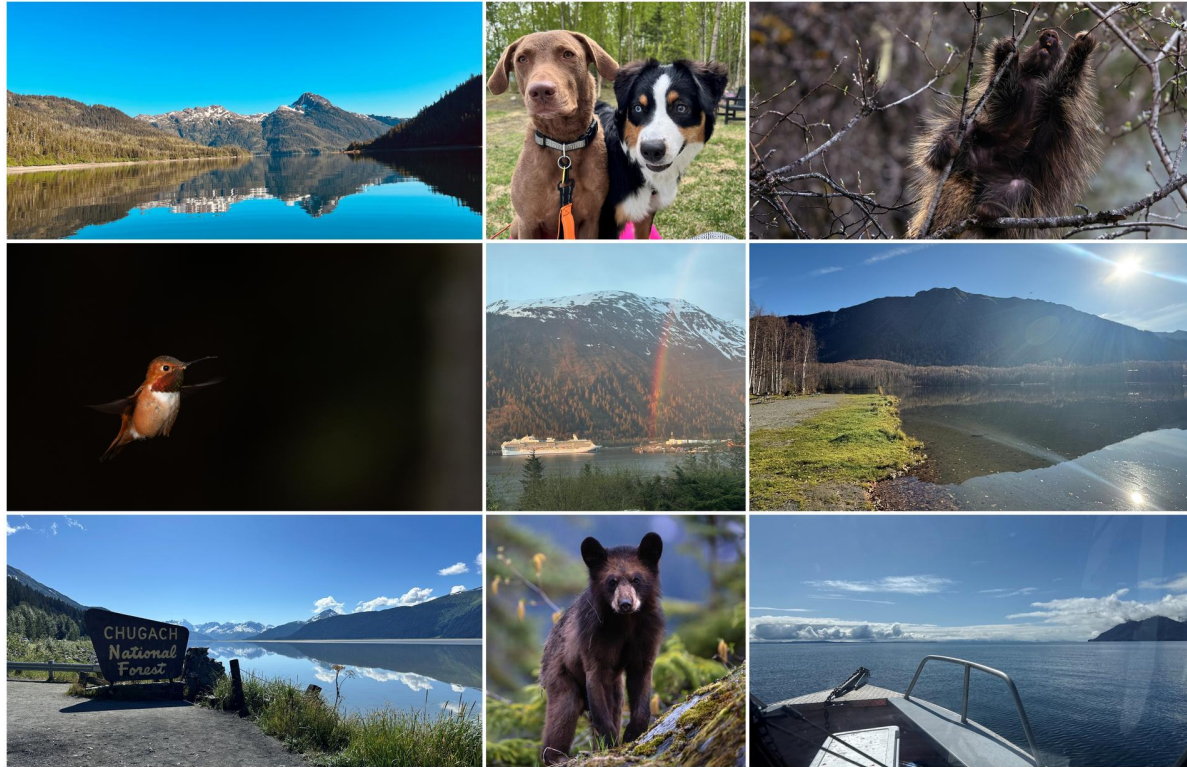


[About Us](#)[FAQs](#)[Make a Complaint](#)

Success Stories

Not every complaint our office receives results in a report. This means that a lot of our work and positive outcomes happen outside of the public eye. These are some recently resolved complaints that our office counts among its successes.

An incarcerated person made a complaint to the Ombudsman that a grievance they made about a facility manager was not investigated pursuant to Department of Corrections (DOC) policy. Evidence reviewed by an ombudsman investigator showed that while DOC employees had considered the grievance and responded reasonably to it, the process differed from the procedure described in DOC policy. After discussing the complaint with the DOC Director of Institutions, the grievance was responded to in a manner that met DOC policy requirements and written instruction was provided to DOC staff to prevent similar errors from recurring, which resolved the complaint.

A person complained to the Ombudsman that they did not receive a response to an email they sent to the Division of Retirement and Benefits (DRB) seeking clarifying information about claims related to their spouse's long-term care. After being contacted by our office, a DRB employee worked to provide the person with timely, accurate information about both a pending claim and ongoing recertification efforts. With agency assistance, the person's pending claim was processed, and their spouse was recertified.

An incarcerated person contacted our office about not being able to reach their attorney with the Public Defender Agency to discuss their upcoming court hearing. Ombudsman intake staff promptly emailed the Public Defender so they could rectify the issue.

2026 Cases So Far



As of June 2, 2026, our office had opened 826 cases. That puts us on pace to finish the year somewhere between last year's 1,892 cases and 2024's 1,605.

Springing into Action



In May, Ombudsman investigators completed CPR and Narcan training provided by the Central Council of Tlingit and Haida Indian Tribes of Alaska with assistance from Juneau's Capital City Fire/Rescue. The training included hands-on instruction in how to perform CPR on adults and children, administer Narcan to someone suffering an overdose, use an Automated External Defibrillator, and perform first aid.

While chances to put this training to use will hopefully be rare, our office regularly interacts with the public in-office and during outreach events, and members of our team are now better prepared to embody our office's core value of public service in the event of an emergency.

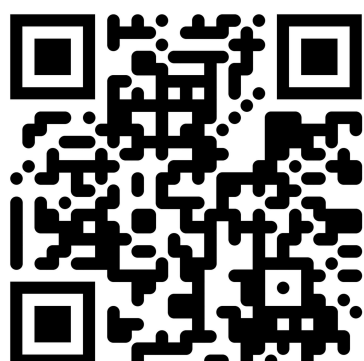
In April, our office reviewed and refreshed its emergency response plans for both Anchorage and Juneau staff.

Out and About

On May 7, ombudsman staff connected with the public at the Juneau Maritime Festival, and we answered questions about how our office helps people navigate state government.

A few folks stopped by our booth to ask about the meaning of the word, "Ombudsman." It's a Swedish word used to describe a mediator or a person who resolves difficult problems.

Our annual report is online



No fooling, our 2025 Annual Report was published on April 1.

This year's report is digital-only and intended to be read on mobile devices. Magnets containing a QR code were distributed to lawmakers in April. Hundreds of people have already read the annual report, but that means approximately 8.3 billion people have yet to see it. If you're one of them, [click here](#), or scan the QR code above.