

Office of the National Ombudsman

The Office of the National Ombudsman assists small businesses facing unfair or excessive federal regulatory compliance or enforcement issues such as repetitive audits or investigations, excessive fines, and retaliation.

▶ What is the Office of the National Ombudsman?

As an impartial liaison, the Office of the National Ombudsman directs reported regulatory fairness matters to the appropriate federal agency for high-level fairness review and works across government to address those concerns, reduce regulatory burdens, and help small businesses succeed.

▶ Who is the National Ombudsman designed to help?

The National Ombudsman is designed to help any...

- Small business, OR
- Non-profit organization, OR
- Small government entity with a population of 50,000 or less

...that has a comment or complaint that directly involves a federal agency and federal regulation.

▶ How does the National Ombudsman help small businesses?

The National Ombudsman reports to Congress annually on how federal agencies work with the small businesses they regulate. Each agency is graded on the timeliness and quality of its responses to small business concerns about regulatory compliance and enforcement.

The Ombudsman also coordinates activities of 10 Regional Regulatory Fairness Boards that help connect small businesses with resources available through the National Ombudsman's Office.

▶ How to file a comment or complaint with the National Ombudsman's Office

There are several ways to file a comment or complaint:

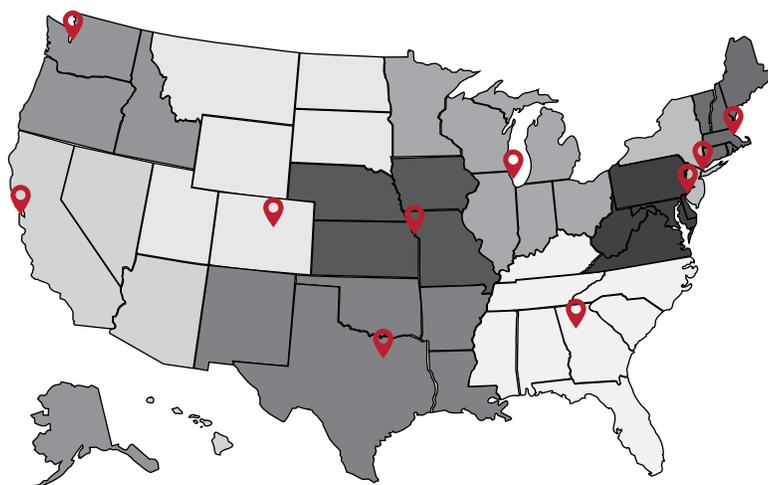
- **Email:** ombudsman@sba.gov
- **Fax:** 202-481-5719
- **Online:** sba.gov/ombudsman OR http://web.sba.gov/nocms/client/dsp_welcome.cfm
- **Mail:** U.S. Small Business Administration Office of the National Ombudsman, 409 3rd St SW, Washington, DC 20416

Pro Tips:

- Describe the enforcement, inspection, or compliance taken by the federal agency and the results or outcomes.
- Briefly state the specific action or outcome you are seeking.
- Provide documentation of the action taken if available, including correspondence, citations, and notices.

▶ What are the Regional Fairness Boards?

The SBA Administrator is required to appoint 10 Small Business Regulatory Fairness Boards. The boards are comprised of five volunteer small business owners. The 10 regional cities where they are based, and they areas they cover are:



- Boston: New England states (CT, ME, MA, NH, RI, VT)
- New York: Mid Atlantic states (NJ, NY, Puerto Rico, Virgin Islands)
- Philadelphia: South Atlantic states (DE, MD, PA, VA, WV, D.C.)
- Atlanta: Southeastern states (AL, FL, GA, KY, MI, NC, SC, TN)
- Chicago: Midwestern states (IL, IN, MI, MN, OH, WI)
- Dallas: Southern states (AR, LA, NM, OK, TX)
- Kansas City: Heartland states (IA, KS, MO, NE)
- Denver: Rocky Mountain states (CO, MT, ND, SD, UT, WY)
- San Francisco: Western states (AZ, CA, HI, NV, Guam, American Samoa)
- Seattle: Northwestern states (AK, ID, OR, WA)