



Acquisition and Assistance Ombudsman

The primary purpose of the Acquisition and Assistance (A&A) Ombudsman is to ensure equitable treatment of all parties participating in USAID's contracts and grants (acquisition and assistance) pre-award, post-award, and administration functions.

The Ombudsman

- A neutral, independent intermediary
- Maintains anonymity of sources and confidentiality of matters
- Facilitates resolution of differences through an informal impartial administrative review of the action in question
- Participates in A&A reform, A&A training, outreach, "customer-access" and "customer-services" matters

Limitations of the Ombudsman

- Cannot compel or direct Agency or CO action
- Does not substitute for USAID's formal process
- Does not substitute for providing the Agency with formal notice
- Does not toll the time limitations for in the event of a protest, dispute, appeal, request for equitable adjustment, etc.
- Cannot make binding decisions or determine rights

Partner Inquiry Parameters

- What is your complaint, issue, or concern?
- What redress do you seek?
- Who are the relevant parties?
- Have you spoken to the AO/CO?
- Do I have your permission to look into the matter?
- Do you require confidentiality?
- What are your time constraints?

Please contact the USAID Acquisition and Assistance Ombudsman: ombudsman@usaid.gov