



**Workers' compensation law for employers - Basic**  
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**Definition**

**Om-buds-man**

1. a government official who hears and investigates complaints by private citizens against other officials or government agencies
2. a person who investigates and attempts to resolve complaints and problems, as between employees and an employer or between students and a university

Source - <http://dictionary.reference.com/browse/ombudsman?r=66>

**2009 statistics**

<b>Complaints:</b>	<b>2513</b>
•Claims:	1678
•Employer:	529
•Provider:	252
•Other:	54
<b>General inquiries:</b>	<b>9673</b>
•Claims:	5202
•Employer:	3407
•Provider:	214
•Other:	850
<b>Total contacts:</b>	<b>12186</b>

- Common issues**
- Delays
    - Compensation payments
    - Medical treatment.
  - Industrial Commission of Ohio hearings
    - Why scheduled
    - What to expect
    - Decisions/appeal process
  - Employer coverage
    - Policy status
    - Late fees and penalties
    - Attorney General clections

**Contact us**

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**Questions ?**