



## OFFICE of the CHILDREN'S OMBUDSMAN

If you have concerns with the way your local department of social services is handling a child protective services or foster care case, the OCO may be able to help. Contact us if you don't understand why an agency took a certain action or made a certain decision. In some cases, we may be able to investigate if you think the agency's action or decision violated laws or policies.

Your contact with us is confidential and it's against the law for an agency to penalize you for contacting us. We are part of the Office of the Governor and are independent from all other state and local agencies so our reviews of cases can be impartial and thorough.

Visit our website at [www.oco.virginia.gov](http://www.oco.virginia.gov).

For general questions about the OCO, email us at [info@oco.virginia.gov](mailto:info@oco.virginia.gov).

If you have a concern with a local department of social services, you can email us at [complaints@oco.virginia.gov](mailto:complaints@oco.virginia.gov), or call us at (804) 225-4801.

**INVESTIGATE**

**ADVOCATE**

**EDUCATE**