

Ombudsman Issues/Duties Complaint Resolution

2008 National Conference

Harrisburg PA

June 19, 2008

South Carolina

Small Business Ombudsman

Phyllis Copeland

**Federal Clean Air Act -
SEC. 507**

**Small Business Stationary Source
Technical and Environmental
Compliance Assistance Program**

State Implementation Plan (SIP) Revisions

- mechanism utilized to establish programs

Small Business Ombudsman (SBO) Description

A designated State office within the relevant State agency to serve as ombudsman for small business stationary sources in connection with the implementation of this Act.

Organizational locations vary:

- Air program
- Other location in environ. agency
- Commerce
- Economic development

What is an Ombudsman?

One that investigates complaints, as from consumers, reports findings, and assists in achieving fair settlements



In SC, it's all about
relationship building.

Air Quality Program

- Inspectors
- Permit Writers
- Enforcement
- Compliance

Opportunities for dialogue

- Specific projects
- Enforcement
- Staff meetings
- Training classes
- Regulation development

Outside Air Quality

- Water - stormwater
- Land / Waste –
solid and hazardous waste
- Health agency

Other governmental agencies:

Dept of Commerce

OSHA state level

Other entities:

State Chamber

Small Business Trade Association

Small Business Reg Flex Committee

Contact

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Observation of an Ombudsman

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Where am I?

◎ It's not about organization

◎ It's about relationships



Who's the boss?

◎ It's not about the
Feds or EPA

◎ It's about State
Leadership



How do I operate?

◎ It's not about authority

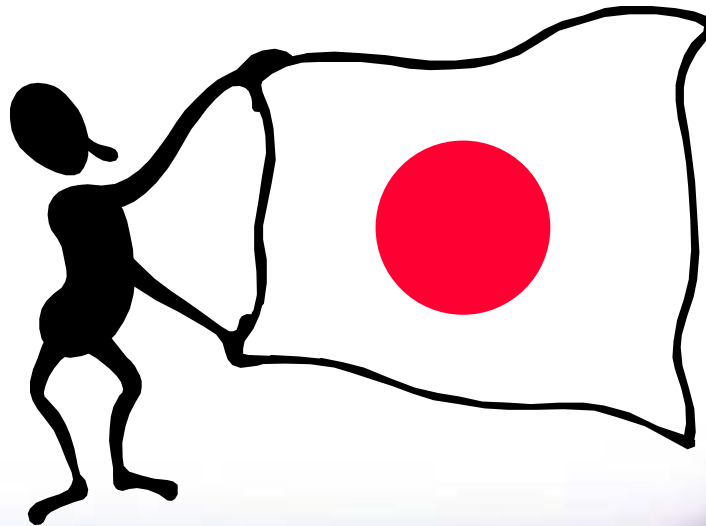
◎ It's about influence



Who's right?

◎ It's not about only one side—small business or regulators

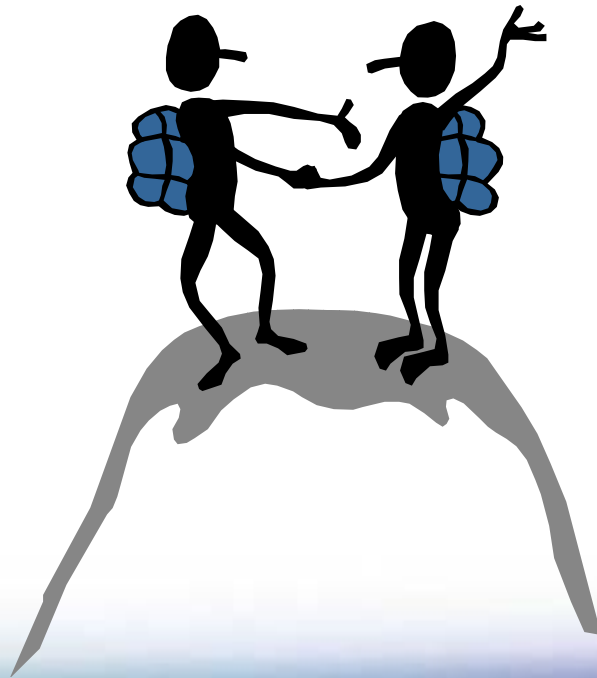
◎ It's about balance—the whole story



What is success?

◎ It's not
about
promises

◎ It's about
results



Where do I get my information?

◎ It's about listening and staying in touch

◎ It's not about a personal philosophy applied to rule



Real Success

- ◎ Raising your voice at the right time, with respect for client, agency and environment
- ◎ Caring about the people you serve
- ◎ Having fun and making a difference
- ◎ Seeing change as a challenge



Contact

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Questions and Discussion

