

# West Virginia Foster Care Ombudsman FAQ



Q. What is the Foster Care Ombudsman?

*A. The Foster Care Ombudsman (FCO) is an independent, impartial, confidential, credible, and informal resource to help research and resolve complaints, concerns, and inquiries regarding the foster care system. The FCO investigates alleged violations of the Foster/Kinship and the Foster Child Bill of Rights and contributes to systemwide improvement.*

Q. Who can call the Foster Care Ombudsman?

*A. Anyone with a complaint, concern, or inquiry relating to a child welfare matter can confidentially contact the FCO. The level and nature of the FCO's involvement or assistance may vary depending on issue.*

Q. How do I reach the Foster Care Ombudsman?

*A. The best way to reach the FCO is to email [FosterCareOmbudsman@wv.gov](mailto:FosterCareOmbudsman@wv.gov) or call 304-558-1117. The FCO will also accept letters at the Office of Inspector General, State Capitol Complex, Building 6, Room 817, Charleston, WV 25305.*