"Broadly speaking, [the CFPB Ombudsman’s Office] provide[s] effective informal dispute resolution for inquirers seeking assistance; help[s] the agency improve specific policies, procedures, or structures; informally look[s] into issues of concern; stud[ies] systemic process issues and offer[s] recommendations for agency action; and focus[es] the agency’s attention on issues of concern. Further, the Ombudsman’s Office contributes to the respect, dignity, and fairness with which such process concerns are handled.”


When to Contact Us

- If you have not had success with the regular Bureau resolution avenues
- To share an issue confidentially
- To highlight a systemic issue

You are welcome to reach us any time, but we encourage you to try the existing Bureau resolution avenues first.

How to Contact Us

We look forward to hearing from you!

- www.consumerfinance.gov/ombudsman
- CFPBOmbudsman@cfpb.gov
- 855-830-7880 (Toll-free)
- 202-435-7880 (Direct)
- 202-435-9835 (TTY)
Looking at the applicable laws, regulations, policy, and data

Talking with the individual and/or stakeholders involved

Meeting with Bureau officials

We then may make a recommendation on how the Bureau should address the issue.

Address matters in litigation

Delay statutory, regulatory, or other Bureau deadlines

Make decisions or legal determinations for the Bureau

Serve as a formal office of legal notice for the Bureau

Address internal human resources matters

What is a process issue?
A process is generally defined as a series of steps taken to achieve something. A process issue is a question, concern, or complaint about the steps taken or not taken to achieve something.

How do you choose systemic process issues to study?
We choose where we think we can add value, in our unique role as an independent, impartial, and confidential resource, to assist both the public and the Bureau.

How do you review process issues?
We consider if the Bureau is fairly applying a process already in place, whether the existing process needs to be changed, or if there should be a process where one does not exist.