

# **Office of the National Ombudsman**

## **U.S Small Business Administration**

### **Small Business Regulatory Fairness Board**



**Office of the National Ombudsman:  
Your Small Business Troubleshooter**

# Protecting Small Business

## National Leadership

We can rebuild this economy on a new, strong foundation that leads to more jobs and greater prosperity. I believe a key part of that foundation is America's small businesses – the places where most new jobs begin. These companies represent the essence of the American spirit – the promise that anyone can succeed in this country if you have a good idea and the determination to see it through.

Weekly Address, February 6, 2010

## President Barack Obama



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# Small Business Champion



The SBA provides small businesses with the tools they need to grow and create jobs. SBA programs are focused on providing small businesses with access to capital, opportunities in government contracting, and counseling and entrepreneurial education, or the “Three C’s”: Capital, Contracting, Counseling. We also help with low-interest loans for business owners, homeowners and renters affected by disasters. (More than half of all working Americans own or work for a small business, and small businesses lead the way in economic recovery, innovation, and global competitiveness.)

**SBA Administrator Karen G. Mills**



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# Committed to Small Business Regulatory Fairness



One of the biggest concerns small business owners face is unfair enforcement of federal regulations. They also worry about telling their stories because they fear retaliation by federal agencies. Small business owners want to play by the rules and comply with federal regulations, and we want federal regulators to assist business owners with compliance rather than go straight to the penalty stage.

**National Ombudsman Esther H. Vassar**



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# Liaison/Troubleshooter Region 3

“I will be conducting round tables and hearings in Virginia to hear concerns and comments from small businesses regarding federal regulatory enforcement or compliance assistance.”

Regulatory Fairness Board Member  
**Doña A.P. Storey**



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# How We Can Help

## The Office of the National Ombudsman:

- ◆ Acts as a “troubleshooter” between small businesses and Federal agencies
- ◆ Conducts public hearings and roundtables to hear concerns and comments from small businesses regarding federal regulatory enforcement or compliance assistance
- ◆ Rates Federal agencies on their responsiveness to small businesses and reports its findings to Congress
- ◆ Ensures that federal regulatory enforcement is effective, and not excessive



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# What to Do

- ◆ **Submit a Comment Form** (At a Regulatory Fairness Hearing, online, fax, or mail-in)
- ◆ **Provide short, written explanation of your situation**
- ◆ **Cite specifics**  
(Provide copies of any citation, letter, order, fine, penalty, correspondence or other details)



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# Tips to Submitting a Comment with the National Ombudsman

- ◆ File a written comment by filling out the Federal Agency Comment Form either online at [www.sba.gov/ombudsman](http://www.sba.gov/ombudsman) or by fax
- ◆ Provide specific details: names, dates, locations, correspondence, etc.
- ◆ Allow full disclosure of your comment to receive a faster, better response
- ◆ Share what results you are seeking
- ◆ Avoid sending legal briefs or court papers
- ◆ Consult your attorney before contacting the National Ombudsman if your case is in litigation



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# Useful Websites

- ❖ **U.S. Small Business Administration (SBA)**

- ◆ [www.sba.gov](http://www.sba.gov)

- ❖ **SBA Office of the National Ombudsman**

- ◆ [www.sba.gov/ombudsman](http://www.sba.gov/ombudsman)

- ❖ **SBA Office of Advocacy**

- ◆ [www.sba.gov/advo](http://www.sba.gov/advo)

- ❖ **Business.gov Resources for Businesses**

- ◆ [www.business.gov](http://www.business.gov)

- ❖ **Federal Forms**

- ◆ [www.forms.gov](http://www.forms.gov)



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# Here to Serve You

## Office of the National Ombudsman

- ◆ Toll Free: (888) 734-3247 (REG-FAIR)
- ◆ Fax: (202) 481-5719
- ◆ E-mail: [Ombudsman@sba.gov](mailto:Ombudsman@sba.gov)
- ◆ Website: [www.sba.gov/ombudsman](http://www.sba.gov/ombudsman)
- ◆ Mail: Office of National Ombudsman  
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Washington, DC 20416



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