



## 3.2.7 Ombuds offices in child and youth services

---

In the context of child and youth services, the ombuds office provides **impartial information, advice and mediation in conflicts** with public-sector or non-statutory providers of child and youth services.

Its activities serve to **redress the balance of power in the highly asymmetric structure** of child and youth services, especially in scenarios of conflict.

Crucially, the ombuds office is **independent and is not accountable to another authority**.

To date, ombuds offices in the context of socio-educational support services have largely developed at federal state (Länder) level. In 2021 they were enshrined in Article 9a of Book 8 of the Social Code.