

Maria Mariotto – Ombudsperson



With over twenty nine years in workers compensation law, Maria was trained in mediation by the Strauss Institute of Dispute Resolution at Pepperdine Law School. Eligible for the California bar, she obtained her primary education from New College Law School in San Francisco and at the John F. Kennedy School of Law. She is also a member of the International Ombudsman Association.

A true advocate, Maria Mariotto is most well-known for forging a new field for Alternative Dispute Resolution; uniting Unions, Employers & City Governments in creating a forward-thinking workers' compensation program that allows injured employees to receive compassionate and efficient support. In addition, she has paved

the way for unions, employers, and city governments to work together in common interest of the employee.

Spearheading the adoption of Alternative Dispute Resolution practices, Maria regularly speaks and presents on panels and at conventions, holding presentations for Applicant and Defense Attorneys, and claim adjusters. She also continues to attend trainings at California Applicant Attorneys' Association. In addition, Maria ensures her staff is well educated, trained and equipped through monthly trainings covering: workers compensation law, working with trauma, rating reviews, and more.

How it works:

By creating a collaborative environment and with proper training and support from labor and management, the parties are better able to discuss issues and disputes and arrive at early solutions to resolve conflict.

This collaborative, problem solving environment is supported by applying independent judgement, extensive knowledge of the California workers' compensation system, using alternative dispute resolutions skills as outlined in the agreements of each program, and utilizing mediation and conflict resolutions capabilities.

It is important to note that a high level of confidentiality is maintained during this process in order to uphold the ethical standards of the legal and ombudsperson professions, in addition to the specific standards set by each ADR program.

Maria Mariotto – Ombudsperson

What an injured worker can expect:



When a claim is received, we will immediately contact the injured worker. On this call, the process will be reviewed with the injured worker and questions answered. We will ensure that issues regarding care are addressed and expectations are set. If we do not have the answers to questions, we will immediately contact claims adjusters and appropriate parties to ensure responses. This is a collaborative effort to ensure that the worker is well informed and an active participant in his or her claim.

In addition, the injured workers can expect to receive letters via mail to explain developments with their claim and options available for them to pursue. Our office will regularly check in with the injured employee to ensure needs are being met, but we always ask the injured members to contact us and be proactive in their care and any disputes or concerns that may arise.

Our team is here to provide support, education about the process and options. To ensure communication is efficient, we ask that injured employees in our programs keep their contact information up to date.