



News Release

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Teacher Retirement System of Texas Moves Forward with Ombuds Role

AUSTIN—Teacher Retirement System of Texas (TRS) is moving forward with a plan to hire the agency's first-ever ombudsman ("ombuds"). While TRS' Board of Trustees proactively discussed the scope of the role at its June 3 meeting, the creation of an ombuds role comes in response to actions of the 87th session of the Texas Legislature and the resulting Sunset Law, [HB 1585](#).

The ombuds position will further centralize TRS' complaint resolution practices by building on the existing processes already in place. The pension fund already provides a variety of ways for TRS members to seek assistance with concerns or complaints, including its [Compact with Texans](#) page as well as several publicized telephone, email or online choices.

The hiring process to fill the ombuds role is underway and the board of trustees' final selection is expected at the TRS board meeting in September. In the spirit of responsiveness, the board of trustees appointed an interim ombuds at its June board meeting.

To reach TRS' ombuds, please email: ombuds@trs.texas.gov.

TRS becomes the first Texas state pension to provide an ombuds role and joins other state agencies including: DFPS, HHSC, TDCJ, TWC, and the Texas OAG (Child Support Division).

For more information, contact: TRS Media Relations at 512-784-8035, or email rob.maxwell@trs.texas.gov.

The Teacher Retirement System of Texas (TRS) is one of the largest retirement systems in the nation. The system's core mission is to make a positive difference in the lives of Texas educators by prudently investing and managing trust assets and delivering member benefits. As of 12/31/2020, the TRS pension fund had a market value of \$176.9 billion.

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