

**UNITED STATES
PATENT AND TRADEMARK OFFICE**

uspto

Patent Public Advisory Committee
Quarterly Meeting

Patents Ombudsman: A Stakeholder Resource

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Associate Commissioner for Innovation Development

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UNITED STATES
PATENT AND TRADEMARK OFFICE

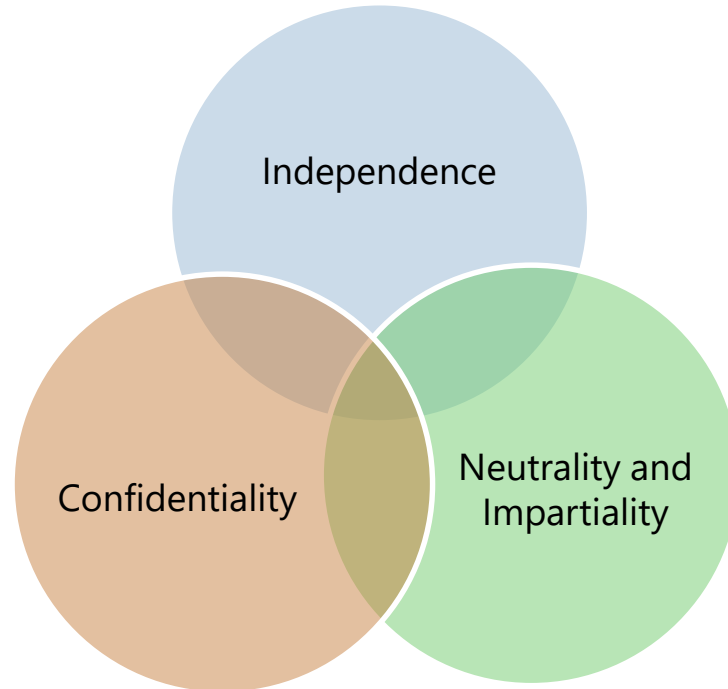


Patents Ombudsman - Goals

- Address issues relating to stalled applications
- Track issues to ensure each is handled within an average of 10 business days
- Use inquiry trends to assess needed process improvements

What can you expect?

International Ombudsman Association Standards of Practice:



Patents Ombudsman – Process

Applicant/Attorney
contacts Patents
Ombudsman staff

Patents Ombudsman
goal - respond within
one business day to
discuss details

Issues routed to
appropriate Business
Unit POCs

Patents Ombudsman – Structure

Patents
Ombudsman
staff



- Administrator, Patents Ombudsman
- Full Time Staff Members

Issues routed to
appropriate Business
Unit POCs

Patents Ombudsman Business Unit POCs

- All divisions across the Agency represented
 - Technology Center POCs
 - Experienced SPEs
 - Experienced Quality Assurance Specialists
 - Applications Assistance Unit
 - Certificate of Corrections
 - Maintenance Fees

Patents Ombudsman – during Examination

- The POCs work to contact the appropriate person to assist with addressing the inquiry
- The Patents Ombudsman is not a substitute for:
 - Directly contacting the Examiner, SPE or TC Director
 - Applicant's appropriate response within statutory deadlines
 - The Appeal or Petition process

USPTO.GOV Website – Patents Ombudsman

The screenshot shows a web browser window displaying the USPTO Patents Ombudsman Program page. The browser's address bar shows the URL <https://www.uspto.gov/patent/ombudsman-program>. The page header includes the USPTO logo and the text "UNITED STATES PATENT AND TRADEMARK OFFICE". Navigation links for "About Us", "Jobs", "Contact Us", and "MyUSPTO" are visible. A search bar is present with the text "Search uspto.gov". The main navigation menu includes "Patents", "Trademarks", "IP Policy", and "Learning and Resources", along with a "Quick links" dropdown. The breadcrumb trail reads "Home / Patents / Patents Ombudsman Program".

Patents Ombudsman Program

patents ombudsman

Patents Ombudsman Services

The Patents Ombudsman provides assistance to applicants and attorneys throughout the application process including initial filing, patent examination, and post examination. We assist applicants when the normal processing has stalled, helping to get applications back on track. The Patents Ombudsman Program is not intended to circumvent normal communication between applicants or their representatives and examiners or supervisory patent examiners (SPEs) or TC Directors.

We also provide assistance on the merits where there is an issue with Case Prosecution Concerns, such as:

- Claim Objections
- After-Final Practice
- Claim Rejections
- Restrictions

Contact Us for Assistance

If you need assistance, please use the form below. Within one business day, you will receive a phone call from the TC Ombudsman representative who will ask for further details regarding the issue for which you are requesting assistance.

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USPTO.GOV Website – Online Form

The screenshot shows a web browser window with the URL <https://www.uspto.gov/patent/ombudsman-program>. The page title is "Patents Ombudsman Program...". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help".

***Items are mandatory**

*Ombudsman: Required

*First Name: Required

*Last Name: Required

*E-mail Address: Required

*Telephone Number: Required. You may use spaces/hyphens.

Best Time to Reach:

You can also reach us at 571-272-5555 or 855-559-8589, Hours 8:30 – 8:00 ET.

For More Information
If you have any feedback, questions or comments regarding the Ombudsman Program, please email PatentsOmbudsmanProgram@uspto.gov.

View our [Patents Ombudsman Flyer](#).

Application Status Information
To get the status of your patent application or an estimate of when you will receive a first Office action. Please access the following two links.

- [What is the status of my Application?](#)
- [When will I get the First Office Action?](#)

The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with the submission of your ombudsman request. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process your submission related to a request for ombudsman assistance. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process your assistance request. [Privacy Act Statement](#)

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Frequent Areas of Assistance

- Status Inquiries
 - Largest inquiry
 - Access status information easily

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- AIA and Application Data Sheet (ADS)
 - Increase in inquiries related to ADS
 - Provided Virtual Chats
 - Developing an online CBT for stakeholders
 - Providing Information in outreach material

Patents Ombudsman – Required Information

- When contacting the Patents Ombudsman Office, please provide the following information:
 - Application number (if there is one)
 - Ownership and inventive interest in the application
 - Brief description of the inquiry
 - Telephone number
 - Email address

How to access the Patents Ombudsman Office

- Telephone (M-F from 8:30am – 8:00pm ET)
 - 1-571-272-5555
 - 1-855-559-8589
- Website:
 - <https://www.uspto.gov/patent/ombudsman-program>

Questions and Comments

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