Ombudsman’s Office

A New Leap Forward

Dr. In-Chul Kim, the new Foreign Investment Ombudsman, will stand at the vanguard of addressing the grievances of global companies

“...The Foreign Investment Ombudsman and his Home Doctors have established a mutual trust with foreign-invested companies through putting themselves in the companies’ shoes.”

On April 7, 2015, Dr. In-Chul Kim was appointed the new Foreign Investment Ombudsman by the president of Korea. The Foreign Investment Ombudsman, who aims to address the grievances of foreign-invested companies, is commissioned by the president on the recommendation of the Minister of Trade, Industry & Energy, via the deliberation of the Foreign Investment Committee, in accordance with the Foreign Investment Promotion Act of Korea.

Dr. Kim received his PhD in Economics from the University of Chicago and was a professor of economics at Sungkyunkwan University. He was formerly Counselor to the Minister of Finance, a research advisor at the Korea Development Institute and president of the Incheon Development Institute. Also, Dr. Kim has served as president of the Korean Economic Association, Korea International Finance Association and Korean Association of Trade and Industry Studies. His academic and public career will help him address the grievances foreign-invested companies face in Korea.

At the Office of the Foreign Investment Ombudsman, nine executive consultants from various fields, including the private sector, support the Foreign Investment Ombudsman’s grievance resolution activities. Called Home Doctors, they provide global companies with a one-stop service by remaining in close contact with them and addressing their grievances.

The Foreign Investment Ombudsman and his Home Doctors have established a mutual trust with foreign-invested companies through putting themselves in the companies’ shoes. The Ombudsman system approaches grievances in a friendly manner that has gained the trust of foreign investors. The Ombudsman has helped numerous companies resolve their grievances and reform “clustered regulations.” As prompt action at an early stage can prevent a problem from growing, providing timely support is key to handling investors’ grievances. The Office also facilitates direct communication between foreign-invested companies and government authorities.

In this regard, the Office has strived to diversify channels for receiving grievances. They include on-site visits, meetings with foreign-invested companies, the Foreign Investment Advisory Council Meeting, the CEO Forum for Foreign-Invested Companies and regular opportunities to communicate with the government. The Office also holds the Job Fair for Foreign-Invested Companies in Seoul and the On-Campus Recruiting Expo in regional areas every year to resolve the skilled labor shortage of foreign-invested companies.

With the appointment of Dr. Kim as the new Foreign Investment Ombudsman, his Office will do its utmost to provide preemptive grievance resolution support and better meet the ever-changing needs of global companies.

By the Office of the Foreign Investment Ombudsman
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