

PANEL 1: BACKGROUND

**HOW HAS THE PURPOSE BEEN FULFILLED BY
DIFFERENT OMBUDS IN EUROPE?**

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DIFFERENT MODELS OF OMBUDS IN EUROPE

- powers
- scope and jurisdiction
- Relationship to parliament
- Relationship to civil society
- Relationship to politics
- Trustworthy
- Accessible
- Visible
- Purpose / reactive

THE CONTEXT MATTERS

- Each Ombud developed within their specific national context – this is important as to how the model can grow and develop.
- The purpose of an Ombuds?
- The connection to human rights?
- Institutional separation and structure?
- Relationships?
- The individual who holds the position of Ombud.

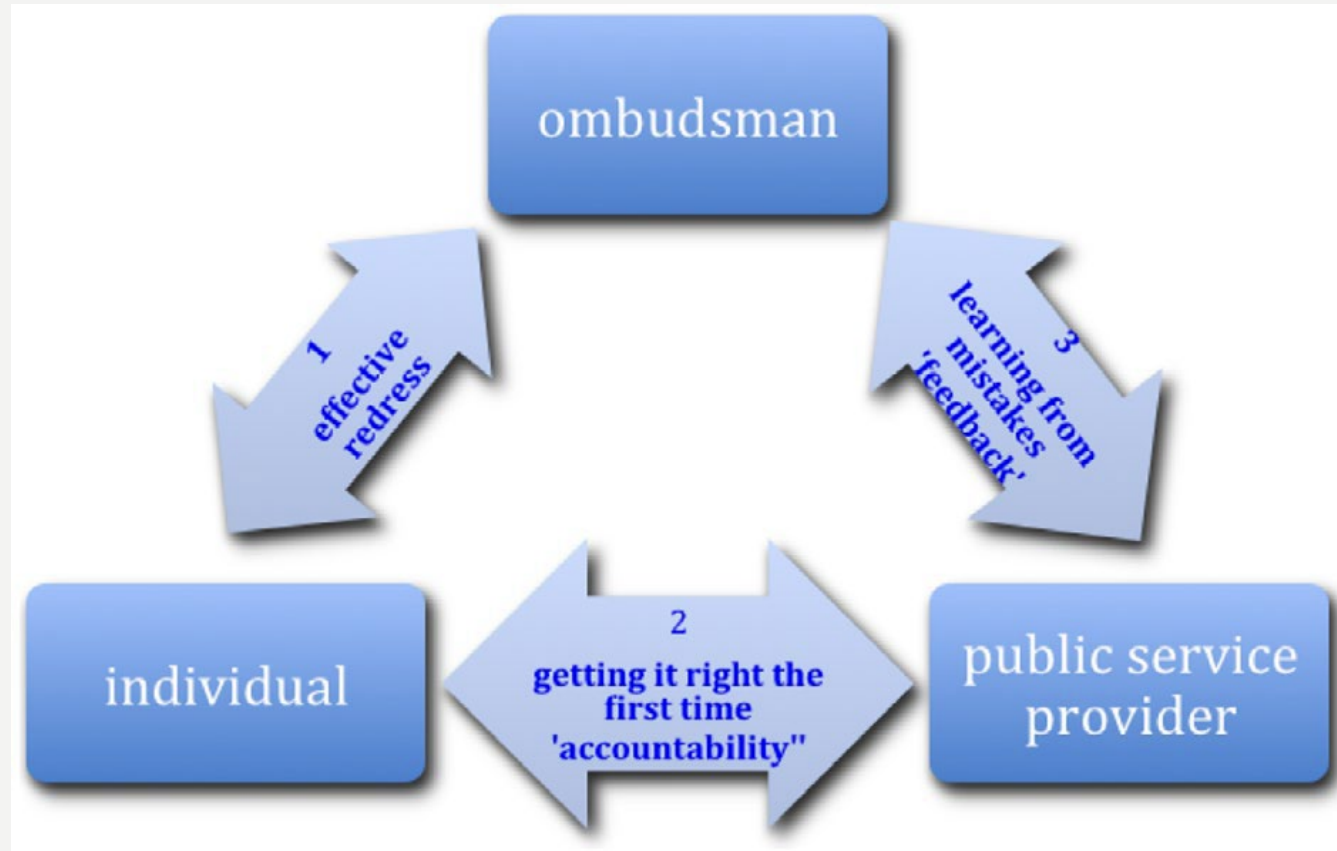
INTERNATIONAL STANDARDS

- *International Ombudsman Institute* (1978)
 - Best practise papers, events, ...
- Paris and Venice principles (Marek Nowicki will cover this)

ACCOUNTABILITY

- Annual reports
- The basic function of an ombudsman is to investigate and report on complaints against public authorities. Unlike a court, an ombudsman normally has no power to make legally binding decisions. Where the rule of law and democracy are strong, the absence of binding decisions is not a problem because the public authorities have an incentive voluntarily to follow an ombudsman's recommendations. (EO speech 2005)

TRUST IN THE PROCESS – A SYSTEM OF REPAIR



AIMS:

- People feel that they have a legitimate voice and influence in the provision of public service;
- People feel heard and their issues taken seriously;
- People will trust the system;
- Visibility;
- Public facing profile;
- Other models as examples?

CONCLUSION

- Ombuds need to form part of a national network of redressing grievances and putting things right;
- Relationships need to be built and maintained;
- Transparency and exchange with stakeholders;
- Public facing office – ‘seen to be effective’
- Actively reaching out to people and groups in society.