



**PANEL 3: OMBUD, PUBLIC AUTHORITIES  
AND DEMOCRATIC PUBLIC  
ADMINISTRATION**

**PROVIDING GUIDANCE TO PUBLIC  
AUTHORITIES**

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# OVERVIEW

- What guidance is needed?
- Some examples
- Conclusion

It is very important for the Ombud office to be visible to the public it serves and to be understood in its functions by the public authorities. This can be achieved through training (Nick O'Brien will cover this). There are different types of training: training for Ombuds and their staff and training for public authorities about what Ombuds do. Both are valuable to enhance the visibility and effectiveness of Ombuds. It further fosters better understanding of the Ombuds functions and thereby can play an active role in relieving the courts of their caseload.

- It is important to have a good relationship with the authorities.
- How they behave towards peoples will shape the complaints the Ombud receives and how the Ombud interact with the authorities will shape their relationship and more widely, how the system might change.
- The Ombud needs to be seen in context as part of an interlocking institutional network – rather than in isolation.

# THE UK

- A government guide on how departments, agencies and non-departmental public bodies should handle an Ombudsman case. It also sets out the steps of an investigation and the issues which need to be borne in mind.
- [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/61193/guide-handling-of-ombudsman-cases.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/61193/guide-handling-of-ombudsman-cases.pdf)

# THE UK PHSO'S PRINCIPLES OF GOOD ADMINISTRATION

- [six principles of good administration by public bodies are]:
- 1. Getting it right;
- 2. Being customer focused;
- 3. Being open and accountable;
- 4. Acting fairly and proportionately;
- 5. Putting things right;
- 6. Seeking continuous improvement.

# GREECE

- Parliamentary Ombud's mission is to mediate between public administration and private individuals to protect individuals rights and to ensure the public administration abides by the rule of law and to combat discrimination (Spanou 2013).
- In the fight against discrimination the Greek Ombud mobilises other equality bodies and civil society.

# CONCLUSION

- The Ombud needs to be part of a landscape rather than an individual institution.
- Relationships need to be fostered.
- The Ombud, working together with other institutions, can form a broad network of accountability.



# HOW?

- The Ombud could arrange for regular meetings and updates for specific public authorities it deals with;
- Close collaboration is beneficial for managing complaints as well as compliance with the Ombud recommendations and reports;
- Themed workshops;
- Special exchange and contact persons;
- A direct line between the bodies to have an informal exchange.