

ISSN 0229-2181
VOLUME 30: NUMBER 2
JUNE 2008

FROM THE PRESIDENT'S DESK

The days have flown by since I wrote my last column. January to the end of April, sometimes into early May, is when the Iowa General Assembly is in session and often is one of the busiest times of the year for my office and staff. This year was no exception. My staff and I were actively involved in the review of Iowa's public records and open meetings laws by an interim legislative study committee throughout the autumn and winter of 2007. The omnibus legislative bill that emerged from that study was a substantial re-write of the two laws, and resolved several inconsistencies and closed some significant loopholes. Unfortunately, after having passed the Iowa Senate, literally at the eleventh hour of the legislative session, the bill died in the Iowa House. For my office this means we pick up the pieces, consider what went right, what may have contributed to the ultimate failure of this legislation, and then start taking steps toward beginning the process again.

Your I.O.I. has been similarly active. The administrative office relocation assessment committee (Tom Frawley, Chair, Alice Tai, Dean David Percy, and Bruce Barbour) I named at our 2007 Annual Board Meeting in Sydney, Australia has received applications from Austria and Cataluña (Catalonia, Spain) and it is assessing those packets. It is the goal of the committee to offer a recommendation for the relocation of the I.O.I. administrative secretariat at the 2008 Annual Board of Directors meeting in Hong Kong.

March, April, and May were active months for me as I.O.I. President. On March 12 and 13 I met with a group of visitors to Iowa from Tajikistan, and we discussed the role of the ombudsman in Iowa and the world. As it turned out, Tajikistan is currently considering legislation to create a national ombudsman, and one of the group was actively involved with the Tajikistani Bar in developing the standards they are going to propose for the ombudsman legislation. The meeting was a timely opportunity to provide information available from the I.O.I.

In April I was invited by Alifa Farouk, I.O.I. African Regional Vice-President, Ombudsman of Tunisia, and President of the African Ombudsman and Mediateur Association (AOMA), and Eng. Ibrahim Ali Ibrahim, Secretary of the Libyan General People's Committee for the Authority of Inspection & Accountability, to attend and participate in the AOMA Conference in Tripoli, Libya. Swedish Chief Ombudsman and 2009 Ombudsman World Conference host Mats Melin also attended. I met new colleagues and renewed friendships with many I have known and worked with before. I was especially pleased to meet for the first time ombudsman consultant Victor Ayeni in Tripoli. Dr. Ayeni has been a tireless advocate for the establishment of ombudsman offices, especially in Africa and the Caribbean, when he was with the Commonwealth Secretariat. For me, attending this conference was a learning experience and a memorable one.

From April 26 through the 1st of May, I traveled to Bermuda at the invitation of Arlene Brock, Bermuda's first Ombudsman and host of the Caribbean Ombudsman Association (CAROA) Biennial Conference. I brought greetings from the I.O.I. to the conference participants and participated on a panel with Ontario Ombudsman André Marin on the role of the ombudsman on freedom of information and openness in government. Arlene, her staff, and the program presenters made sure our days were filled with learning opportunities and valuable information. The meeting also provided me the opportunity to consult with CAROA President Madison Stanislaus, Ombudsman of St. Lucia, who is also on the Board of Directors of the I.O.I., about the needs and expectations of our Caribbean members.

On May 15th I was scheduled to speak at the twentieth anniversary of Poland's Office of Commissioner on Civil Rights Protection. Unfortunately, a flight delay early in my itinerary caused me not to be able to attend the celebration. However, I did send, on behalf of the I.O.I., my congratulations to Dr. Janusz Kochanowski and his staff on the anniversary.

As has been reported in previous issues of this Newsletter, at our November 2007 meeting in Sydney, Australia, the I.O.I. Board of Directors authorized the investment annually of CAN\$10,000 for ombudsman office development and staff training for each of the I.O.I.'s six regions. Those projects are to develop from the I.O.I. membership, be vetted through the Regional Vice-President, and receive final approval by the I.O.I. Executive of the Board of Directors. The I.O.I. has already awarded assistance to the Ombudsman of Peru for development of a computer enhanced information management system. The North American region was recently approved a grant to assist in the reduction of costs for I.O.I. members who send staff to the Ontario Ombudsman Office investigations training seminar on "Sharpening Your Teeth" which is being held September 22 to 24, 2008 in Toronto. If you haven't already, please begin talking with your regional colleagues and submit a proposal either through your Regional Vice- President or to the Executive Committee of the I.O.I. Board of Directors.

Bill Angrick, President



I.O.I. IXth WORLD CONFERENCE TO BE HELD IN STOCKHOLM ON JUNE 9 TO 12, 2009 MARKING 200TH ANNIVERSARY OF THE SWEDISH PARLIAMENTARY OMBUDSMAN

The I.O.I.'s IXth World Conference will be held on June 9 to 12, 2009 in Stockholm, Sweden. The Conference will include a one-day celebration of the 200th anniversary of the Swedish Parliamentary Ombudsman. Initial information on the IXth World Conference is now available at <http://www.ioi2009.com> Further information will be provided in the September *Newsletter*.

EXPRESSIONS OF INTEREST IN HOSTING I.O.I.'S 2012 INTERNATIONAL CONFERENCE WELCOMED FROM INSTITUTIONAL MEMBERS

The I.O.I. is hosting its 9th International Conference in Stockholm, Sweden in June 2009 to honour the 200th anniversary of the founding of the ombudsman institution in 1809 in Sweden. After 2009, the I.O.I. will revert to the usual spacing of its International Conferences, scheduling the 10th I.O.I. International Conference in 2012. I.O.I. institutional members are welcome to express their interest in hosting the 10th International Conference to the I.O.I. Secretary, Ms. Alice Yuen Ying Tai, at the following address:

Ms. Alice Yuen Ying Tai
Ombudsman, Hong Kong, China
30/F China Merchants Tower
Shun Tak Centre
168-200 Connaught Road Central
Hong Kong, China
tel: 852-2629-0501
fax: 852-2956-0625

e-mail: ayytai@omb.gov.hk

HUNGARY CREATES OMBUDSMAN FOR FUTURE GENERATIONS IN ORDER TO FURTHER ENVIRONMENTAL PROTECTION

Dr. Sándor Fülöp has been elected the first Parliamentary Commissioner (Ombudsman) for Future Generations of Hungary by the Hungarian Parliament effective May 27, 2008. Dr. Fülöp has been dealing with environmental issues for a long time and since the 1990s he has been an active participant in the legislation on environmental protection.

Last year the Hungarian Parliament accepted the five-party initiative establishing the new institution, officially called the "Ombudsman for Future Generations". The new Ombudsman could hold unprecedented importance in the case of environmental protection in the coming years. After preliminary agreement among the parties, in May 2007 Parliament decided to discontinue the position of Deputy Ombudsman for Civil Rights, and made a commitment on establishing a new institution for the protection and promotion of the fundamental right to healthy environment. The new Ombudsman's jurisdiction is broader compared to other ombudsmen. The most important extra right is that the "green" Ombudsman will be entitled to suspend certain (mostly local governmental) licenses, by calling in the appropriate authorities. Another extension of the classic jurisdiction is that the Ombudsman will be able to go to court. The Ombudsman will also be able to, if necessary, enter onto private property and study private documents during investigations. The last major difference is that the green Ombudsman will focus its

activity on private companies, and not the public sector, because this is the area where the vast majority of environment damage originates. According to the final bill and contrary to the original proposal, the Ombudsman for Future Generations will not oversee the field of children's rights (which area is—as a main project—under the scope of competence of the general Ombudsman).

POLAND CELEBRATES THE TWENTIETH ANNIVERSARY OF THE FOUNDING OF THE INSTITUTION OF THE COMMISSIONER FOR CIVIL RIGHTS PROTECTION

Poland celebrated the twentieth anniversary of the founding of the institution of the Commissioner for Civil Rights Protection on May 15, 2008. The anniversary was celebrated with a conference held at the Royal Castle in Warsaw on May 15, 2008 on the theme of “Freedom — Truth — Justice”, hosted by Poland's Commissioner for Civil Rights Protection, Dr. Janusz Kochanowski. The conference was opened with speeches by the President of Poland, Professor Lech Kaczyński, the Marshal of the Polish Sejm, Mr. Bronisław Komorowski and the Deputy Marshal of the Polish Senate, Mr. Zbigniew Romaszewski.

Speakers included a variety of ombudsmen in Europe, public officials and academic experts, speaking on topics such as “Freedom, Truth and Justice” and “Model and Function of the Commissioner for Civil Rights Protection: Past, Present and Future”.

ENGLISH COURT OF APPEAL DECISION STATING THAT A MINISTER MUST HAVE GOOD REASONS TO REJECT THE FINDINGS OF THE PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN

In the United Kingdom, the Court of Appeal for England and Wales issued its judgment in the case of *Regina (Bradley and Others) v. Secretary of State for Work and Pensions and Others* on February 25, 2008 (2008 WL 45666), which supports the role of the Parliamentary and Health Service Ombudsman (formally called the Parliamentary Commissioner for Administration) in making recommendations to government on the conclusion of an investigation. The matter dates back several years to when Ms. Ann Abraham, the Ombudsman, issued a report on the conclusion of an investigation against the Department for Work and Pensions that made findings of maladministration against the Department and formulated recommendations (*Trusting in the pensions promise: government bodies and the security of final salary occupational pensions*, HC 984, published March 2006). The report included the finding that the Department had published potentially misleading information on the safety of occupational pension schemes over some years to the prejudice of the complainants and others (over 100,000 persons were negatively impacted when their occupational pensions schemes were wound up underfunded). The Department rejected many of the Ombudsman's findings, including the finding noted above, and the Department did not move to implement the recommendation made by the Ombudsman that the Department should consider restoring the pensions, by payment from public funds if

necessary. After the case engendered a political controversy, the matter was taken to court.

The Court of Appeal did find that there is nothing in the Ombudsman's legislation that requires the minister or department to accept the Ombudsman's finding of maladministration. But, the Court of Appeal also held that where the Parliamentary Commissioner for Administration has found maladministration in a ministerial department, the minister is not entitled to reject this finding without good reason. A minister cannot reject the Ombudsman's finding of maladministration on the mere basis that he or she has a choice to accept or reject it. The Court of Appeal stated that:

“the [minister] acting rationally, is entitled to reject a finding of maladministration and prefer his own view. But...it is not enough that the [minister] has reached his own view on rational grounds; it is necessary that his decision to reject the Ombudsman's findings in favour of his own view is, itself, not irrational having regard to the legislative intention which underlies [the Ombudsman's legislation]. To put the point another way, it is not enough for a Minister who decides to reject the Ombudsman's finding of maladministration simply to assert that he had a choice: he must have a reason for rejecting a finding which the Ombudsman has made after an investigation...” (para. 51)

Based on the circumstances of the case, the Court of Appeal decided that it was irrational for the Minister to reject the Ombudsman finding that the information given to complainants was potentially misleading, with the result that the Minister's decision to reject this particular finding of maladministration was quashed.

CARIBBEAN OMBUDSMAN ASSOCIATION (CAROA) FIFTH BIENNIAL CONFERENCE HOSTED BY BERMUDA OMBUDSMAN ON APRIL 27 TO MAY 2, 2008

Bermuda Ombudsman, Arlene Brock, has provided the following article on the most recent CAROA biennial conference:

The 5th Biennial Regional Conference of the Caribbean Ombudsman Association (CAROA) was hosted by the Ombudsman for Bermuda on 27th April to 2nd May 2008.

Regional Ombudsman (Antigua & Barbuda, Barbados, Belize, Cayman, Curacao, Haiti, Jamaica, St. Lucia, Trinidad & Tobago, Turks & Caicos) were joined by Ombudsman or their international relations officers from around the world (Canada, Costa Rica, Denmark, Gibraltar, Guatemala, South Africa, Netherlands, U.K. and US). Presenters included leading practitioners and scholars.

The purpose of CAROA Biennials includes promoting the development of the ombudsman institution in the region, defending the independence of ombudsman and strengthening professionalism through the exchange of information, experiences and research.

These goals were ably addressed in the rigorous three-day conference program which explored the Foundations of Good Governance, Sharing Best Practices and Special and Evolving Issues. The 4th day entailed a mediation skills-building workshop based on the interest-based methodology of the Harvard Law School Mediation Program.

An unprecedented feature of the 5th Biennial was that the first day of the conference was

open to the Bermuda public and media. Over 33 registrants attended that day in addition to 25 civil servants and union representatives who were allowed to attend all three days. The Acting Premier, the Hon. Terry Lister, Minister of Energy, Telecommunications and E-Commerce, made an opening address, followed by greetings from William Angrick, President of the International Ombudsman Institute and Madison Stanislaus, President Pro Tempore of CAROA and Ombudsman for St. Lucia.

Participants were treated to an intellectual feast beginning with keynote speaker, Olara Otunnu (formerly of the UN; World's Children Ombudsman), who contextualized the national work of ombudsman within the standard-setting of the United Nations international human rights mandate.

Other speakers addressed ethics, principles of good administration, administrative justice as a human right and the value of the ombudsman institution, including the emerging theme of the ombudsman as constituting a fourth branch of government — the integrity branch (supporting the executive, legislative and judicial branches).

Over the next two days, participants explored themes including the application of human rights principles, systemic and individual investigation techniques, dealing with difficult personalities, the challenges of small jurisdictions, whistle-blowing and freedom of information. In the final session of the conference, early Ombudsman of the region reflected on the growth and challenges of the institution since the first national Ombudsman in the Western Hemisphere — Guyana, 1966.

The Welcome Ceremony featured a Procession of Flags assisted by students of

Bermuda's two public high schools, an address by the Governor of Bermuda, Sir Richard Gozney, and a cultural presentation by the Warner Gombey dancers. Overseas guests appreciated Bermuda's legendary hospitality including receptions hosted by the Governor and the Acting Premier. Fifteen Bermudian families graciously hosted our guests for dinner in their homes. This unique hospitality was widely acclaimed as the highlight of their stay in Bermuda.

The 5th Biennial was sponsored by the Commonwealth Secretariat, the Government of Bermuda (through re-allocation of the Ombudsman's normal overseas training and conference budget), the U.K. Department for International Development and corporate sponsors (Ace, Argus, AWAC, XL, Cable & Wireless, Bermuda Premium Spirits and Bermuda General Agency).

Some Comments:

Baroness Rennie Fritchie (former UK Commissioner for Public Appointments): *"Thank you and congratulations to you and your amazing team for the privilege of being part of such an excellent event. It was clear at every step that the greatest care and consideration had been taken to ensure that everyone involved had a really splendid learning event."*

W. Earl Witter, Q.C. (Public Defender of Jamaica): *"The arrangements for the Conference showed considerable sophistication and were exemplary in their thoroughness...As regards the important matters of the foundations of good governance and Best*

Practices, the insights gained were invaluable and will endure.”

Mario Hook (Ombudsman for Gibraltar): *“The conference was extremely well organized and, coupled with a carefully chosen agenda, made the event an undoubted success.”*

Barrie Quappe (Investigations Officer, Cayman Islands): *“Thank-you for your superb Bermudian hospitality and for a well-organised, top-notch conference that challenges us all to keep reaching for excellence in all we do.”*

The Caribbean Ombudsman Association (CAROA) was established in 2000 to strengthen offices of the ombudsman and human rights in the region by promotion of institutions in the region, development of professionalism and facilitation of the exchange of information, experiences and research.

Conference papers will be put on the Ombudsman of Bermuda website www.ombudsman.bm by the end of the summer.

For further information, please contact: Arlene Brock, Ombudsman for Bermuda: tel. (441) 296-6541.

CITY OF TORONTO, CANADA ESTABLISHES AN INDEPENDENT MUNICIPAL OMBUDSPERSON

The city of Toronto in Ontario, Canada is establishing an independent municipal ombudsperson institution. The Ombudsperson will take public complaints

related to the delivery of city services and programs. The City of Toronto is currently advertising for applications for the position.

CANADA ESTABLISHES EXECUTIVE TAXPAYERS’ OMBUDSMAN

The Government of Canada established a departmental Taxpayers’ Ombudsman over the 2007 to 2008 period and the first Ombudsman, Mr. Paul Dubé, was appointed on February 21, 2008 by the executive branch through Order in Council. See the Appointments section below for a more detailed description of the first Ombudsman.

The Taxpayers’ Ombudsman is stated to be an independent and impartial officer who will operate at arm’s length from the Canada Revenue Agency (CRA) and the Agency’s Board of Management. The Ombudsman reports directly to the Minister of National Revenue. The Ombudsman also submits his/her annual report to the Minister who will table it in Parliament.

The mandate of the Ombudsman is to uphold the Taxpayers’ Bill of Rights concerning service-related matters. The Ombudsman will investigate complaints and make recommendations to the Minister on any matter that falls within the Ombudsman’s mandate. In addition to annual reports, the Ombudsman may also issue special reports. The Ombudsman will also provide advice to the Minister about service-related matters in the CRA and identify and review systemic problems. The Ombudsman cannot take a complaint until all of the other CRA complaint resolution processes have been exhausted.

The Taxpayers’ Bill of Rights includes rights

on standards of treatment and service, receipt of information, publication of service standards, laying a complaint and receiving findings, accountability, warnings on questionable tax schemes, and representation by a person of one's choice. The Ombudsman does not have any jurisdiction to review complaints concerning tax policy or program legislation.

The Canada Taxpayers' Ombudsman web site is: www.taxpayersrights.gc.ca

LIBYA TO HOST ADMINISTRATIVE SECRETARIAT OF THE ASSOCIATION OF THE AFRICAN OMBUDSMAN AND MEDIATORS (AOMA)

The Association of the African Ombudsman and Mediators (AOMA) has selected Libya to host its administrative secretariat. The head office will be located in Tripoli in the Office of the Libyan ombudsman institution. The decision was made during the Second General Assembly of the AOMA held in Tripoli, Libya on April 7 to 11, 2008.

The President of the Executive Committee of the AOMA is Mrs. Alifa Chaâbane Farouk, Ombudsman of Tunisia and I.O.I. Regional Vice-President for Africa; Mr. Enoch Chibwana, Ombudsman of Malawi is 1st Vice-President; Mr. Mohamed Abou Zeid Ahmed, Ombudsman of Sudan and I.O.I. Board Member is 2nd Vice-President; and Mr. Lawrence Mushwana, Public Protector of South Africa is Executive Secretary.

APPOINTMENTS/RETIREMENTS/ANNIVERSARIES/AWARDS ETC.

AUSTRALIA—CITY OF WOLLONGONG

Ms. Katrina Annis-Brown has stepped down from her position as the Internal Ombudsman at Wollongong City Council after she was appointed to a Senior Investigator position with the Department of Local Government in early April 2008.

CANADA—FEDERAL EXECUTIVE TAXPAYERS' OMBUDSMAN

Mr. Paul Dubé was appointed as Canada's first executive Taxpayers' Ombudsman on February 21, 2008 by Order in Council for a three-year term. Prior to his appointment, Mr. Dubé had worked since 2006 as Legal Counsel for the Ottawa Criminal Law Office, a Public Defender Pilot Project of Legal Aid Ontario. Before his move to Ottawa he engaged in private practice for thirteen years in New Brunswick as a criminal defense counsel. From 2001 to 2005 he served as alternate Chairperson of the New Brunswick Labour and Employment Boards.

GERMANY—THURINGIA

Ms. Silvia Liebaug was appointed as the Ombudsman of Thuringia, Germany by the Regional Parliament of Thuringia on June 22, 2007 for a six-year term. She replaces Mr. Karsten Wilsdorf.

Prior to her appointment, Ms. Liebaug served as a legal advisor to various corporations, was head of the Suhl district authority (1990-1994) and served as the Data Protection Supervisor for Thuringia (1994-2006).

GREECE

Dr. Yorgos Kaminis was re-elected Ombudsman of Greece for a second four-year term by the Greek Parliament on February 14, 2008. Dr. Kaminis was appointed Greek Ombudsman in April 2003. Prior to his initial appointment he served as Deputy Ombudsman with responsibility for human rights.

HUNGARY

Dr. Sándor Fülöp has been elected Parliamentary Commissioner (Ombudsman) for Future Generations of Hungary by the Hungarian Parliament effective May 27, 2008. Dr. Fülöp has been dealing with environmental issues for a long time and since the 1990s he has been an active participant in the legislation on environmental protection.

See article above for more detailed information on the establishment of this new institution.

ITALY—BASILICATA

Dr. Catello Aprea was appointed as the regional Ombudsman of Basilicata, Italy by the regional Council on February 12, 2008. He replaces Dr. Silvano Micele.

Dr. Aprea has a degree in law and prior to his appointment worked in public service, first in the Ministry of Education in Potenza (1970-1999) and more recently with the Basilicata tax authorities (2000-2006).

SPAIN—CASTILLA-LA MANCHA

Mr. Luis Martínez Cenzano was appointed *Defensor del Pueblo* of the autonomous community of Castilla-La Mancha, Spain by

the community's parliament on December 13, 2007. He replaces Ms. Merino Senovilla.

Mr. Martínez Cenzano has worked as a university professor and later entered politics, holding a number of senior positions such as President of the Regional Parliament (1987-1991), Mayor of Cuenca (1991-1995) and President of the Spanish Federation of Cities (1999-2003).

SPAIN—GALICIA

Mr. Benigno López González was appointed *Valedor do Pobo* of the autonomous community of Galicia, Spain by the community's parliament on July 27, 2007.

Prior to his appointment, Mr. López González was a judge and later a magistrate (senior judge) on the High Court of Justice of Galicia, serving as President of the Court from 2004 to 2007.

SWEDEN

Mr. Hans-Gunnar Axberger was appointed as a Parliamentary Ombudsman of Sweden on February 18, 2008. Sweden has a total of four Ombudsmen, including Chief Ombudsman, Mats Melin. Mr. Axberger replaces Mr. Nils-Olof Berggren who retired from the position on December 31, 2007.

Prior to his appointment, Mr. Axberger was a professor of law, specializing in constitutional law. He has also served as Press Ombudsman.

UNITED KINGDOM—NORTHERN IRELAND

Dame Nuala O'Loan, past Police Ombudsman of Northern Ireland, was appointed as the

special Irish government ambassador on conflict resolution to East Timor on February 20, 2008. Ireland has created a Conflict Resolution Unit which sends ambassadors to crisis areas around the world.

U.S.A.—IOWA CITIZENS' AIDE (OMBUDSMAN) AND I.O.I. PRESIDENT

The I.O.I. congratulates Bill Angrick, Iowa's Citizens' Aide (Ombudsman) and International Ombudsman Institute President, on his thirtieth anniversary as Iowa's Ombudsman, a milestone reached on April 3, 2008.

UNITED NATIONS (UN) OMBUDSMAN

Mr. Johnston Barkat was appointed United Nations (UN) Ombudsman in March 2008, taking office on April 21, 2008. The UN Ombudsman serves at the level of Assistant Secretary-General, functioning independent of any UN organ or official and with direct access to the UN Secretary-General. The UN Ombudsman takes complaints from UN staff members about workplace issues.

Prior to his appointment, Mr. Barkat served as the Ombudsman at Pace University for eleven years. Mr. Barkat has served as the Chair of the Ombudsman Committees of the American Bar Association and the Association for Conflict Resolution. He is a past President of The Ombudsman Association (TOA) (now the International Ombudsman Association).

He replaces the first UN Ombudsman, Ms. M. Patricia Durrant, who served from July 2002 to July 2007.

PAST/FUTURE CONFERENCES, MEETINGS ETC.

APRIL 7-11, 2008—SECOND GENERAL ASSEMBLY OF THE ASSOCIATION OF THE AFRICAN OMBUDSMAN AND MEDIATORS (AOMA)—TRIPOLI, LIBYA

The Association of the African Ombudsman and Mediators (AOMA) held its second General Assembly in Tripoli, Libya on April 7 to 11, 2008. The third General Assembly will be hosted by Angola.

SEPTEMBER 14-16, 2008—FORUM OF CANADIAN OMBUDSMAN TRAINING SESSION ON "THE SPECIALIST OMBUDSMAN: WORKING BEHIND PRISON WALLS"—WINNIPEG, MANITOBA

The Forum of Canadian Ombudsman (FCO) is holding a training session on "The Specialist Ombudsman: Working Behind Prison Walls" on September 14 to 16, 2008 at the Canad Inn-Club Regent in Winnipeg, Manitoba. The course will be of interest to ombudsman and staff members in ombudsman offices whose jobs involve inmate complaints.

Sessions will be held on topics such as comparative office practices, inmate mental health care and cultural needs of aboriginal offenders. There will also be a choice of institutions to visit.

The registration fee is CAN\$577.50 for FCO members and staff of institutional member offices and CAN\$682.50 for non-members. For further information please contact Steve Olive at: Steve.Olive@mcgill.ca

SEPTEMBER 22-24, 2008 —
“SHARPENING YOUR TEETH:
ADVANCED INVESTIGATIVE
TRAINING FOR ADMINISTRATIVE
WATCHDOGS”—OFFICE OF THE
OMBUDSMAN OF ONTARIO,
TORONTO, CANADA

The Office of the Ombudsman of Ontario is presenting a training seminar on “Sharpening Your Teeth: Advanced Investigative Training for Administrative Watchdogs” on September 22 to 24, 2008 in Toronto, Ontario, Canada at the St. Andrew’s Club and Conference Centre, 150 King St. West, Toronto, Ontario, Canada.

The focus of the seminar will be placed on systemic investigations. Segments will address matters such as the principles and challenges of investigations, case assessment and issue identification, investigation planning, witnesses and interviews, physical and documentary evidence, assessing evidence, report writing, crafting recommendations, communicating findings, and dealing with whistleblowers and retaliation. Operational issues such as hiring investigators, training, creating investigative teams and managing investigations will also be discussed. There will be a number of case studies and exercises, including preparation and presentation of case assessments and investigation plans. The seminars will be delivered by Ombudsman Ontario staff (including the Ombudsman), senior operational managers, senior counsel, lead investigators from the Special Ombudsman Response Team (SORT) and outside experts. The seminar will be comprised of lectures, group discussions, exercises, case studies and presentations by students. Participation will be encouraged.

Held on a cost-recovery basis, the seminar costs CAN\$550 for I.O.I. members and CAN\$800 for I.O.I. non-members, and includes some meals. For further information please contact Sue Mason at smason@ombudsman.on.ca or by telephone at (416) 586-3453.

SEPTEMBER 29-OCTOBER 3,
2008—U.S. OMBUDSMAN
ASSOCIATION (USOA) 2008 ANNUAL
CONFERENCE—LEXINGTON,
KENTUCKY

The U.S. Ombudsman Association (USOA) is holding its 2008 annual conference in Lexington, Kentucky on September 29 to October 3, 2008. Further information can be obtained from the USOA web site at www.usombudsman.org.

OCTOBER 30-NOVEMBER 2,
2008—13TH INTERNATIONAL ANTI-
CORRUPTION CONFERENCE
(IACC)—ATHENS, GREECE

The thirteenth International Anti-Corruption Conference (IACC) will be held in Athens, Greece on October 30 to November 2, 2008. The conference will be hosted by the government of Greece and jointly organized by the Hellenic Ministry of Justice, International Anti-Corruption Council, Transparency International and Transparency International Greece. The theme of this year’s conference is “Global Transparency: Fighting corruption for a sustainable future”. Further information on the conference can be obtained by visiting the official website of the conference at: www.13iacc.org

I.O.I. PUBLICATIONS

(2005) 9 THE INTERNATIONAL OMBUDSMAN YEARBOOK

Volume 9 of the *Yearbook* was published in early March and was distributed to members in April 2008.

(2006) 10 THE INTERNATIONAL OMBUDSMAN YEARBOOK

The compilation and editing of Volume 10 of the *Yearbook* has begun, with three articles already accepted for publication. It is hoped that Volume 10 will be completed and sent to the publishers by late autumn 2008.

OCCASIONAL PAPER: OFFICE OF THE ICANN OMBUDSMAN, A PRACTITIONER'S GUIDE TO EVALUATING OMBUDSMAN OFFICES

We have received the permission of Mr. Frank Fowlie, ICANN (Internet Corporation for Assigned Names and Numbers) Ombudsman, to reprint his office publication entitled "A Practitioner's Guide to Evaluating Ombudsman Offices". This *Occasional Paper* will be distributed to I.O.I. members with this issue of the *Newsletter* and will also be made available on the I.O.I. website on the password protected area of the site.

NEWS ITEMS, ARTICLES ETC. FOR I.O.I. PUBLICATION

We encourage the submission of news items for publication in the *Newsletter* and the submission of articles, manuscripts and lectures for consideration of their publication either in the *Occasional Paper* series or *The International Ombudsman Yearbook*. In

particular, the Editor wishes to receive papers for consideration of their publication in (2006) Volume 10 of *The International Ombudsman Yearbook* and news items for the September 2008 *Newsletter*. We appreciate the regular receipt of information from member offices on changes in appointment, retirements, etc. for inclusion in the *Newsletter*.

Please note that the Editorial Advisory Board is in operation for anonymous review of papers submitted in consideration of their publication in the *Yearbook*.

Please submit all material to:

Professor Linda C. Reif
Editor of Publications
International Ombudsman Institute

Faculty of Law, University of Alberta
Edmonton, Alberta, T6G 2H5, Canada
tel: (780) 492-2800, fax: (780) 492-4924
e-mail: lreif@law.ualberta.ca