

## **I.O.I. Newsletter**

### ***Volume 32, No. 2***

***June 2010***



*William Angrick*

As many of you already know from an earlier announcement I am retiring as Iowa Citizens' Aide/Ombudsman on June 24, 2010. Retirement is a bittersweet decision because for 32 years, exactly one half of my life, I have been performing ombudsman work. For all of that time I have had the good fortune to work with an ever changing staff of caring, creative and capable individuals. Through the I.O.I. and other ombudsman organizations and conferences I have come to meet and know a wide range of interesting, committed and accomplished colleagues. Those experiences and friendships will truly be missed.

I do not plan to just fade away, however. Retirement will allow me to continue to contribute to the ombudsman community in different ways. Hopefully now I will have the time to research and write a few reflective pieces on the work we do and the meaning of our institution and its future. And at least in the United States I can try to fill a need by offering myself as a resource

for other jurisdictions as they seek to establish new ombudsman offices. The availability of American ombudsmen to consult with proponents of ombudsman offices and sponsors of ombudsman legislation has been limited. Most of the ombudsman offices in the United States are of small or moderate staff and it is very difficult for those of us who have the interest, knowledge and experience to commit the time necessary to work with the ombudsman opportunities emerging at local, state and national levels every year in my country.

This August I will participate on a panel at a regional ombudsman conference in Manila sponsored by the Asian Ombudsman Association and the Asian Development Bank. In mid October I will attend the I.O.I. Annual Board of Directors meeting in Bermuda so I can be available to respond to any informational needs concerning the winding down of I.O.I. Canada and the beginning of the second year of the new I.O.I. Time permitting I may attend the annual conference of the United States Ombudsman Association in Dayton, Ohio the first part of October.

This final newsletter column of my I.O.I. presidency might have been a time to reflect upon the past almost six years of my presidency and a few more if we count my

full time on the Board. But I'd rather not spend time looking backward. Where we have been is important and most of us have journeyed the path together as long time companions or as new friends and colleagues. It is where we are going and why we need to go there, as an ombudsman community and organization, that I want to focus upon. These are my thoughts, my perceived needs and my goals—hopefully they are shared in full or part by others.

I first joined the I.O.I. in the late 1970's right after it was created. I joined I.O.I. and the relatively newly formed United States Ombudsman Association (known back then as the United States Association of Ombudsmen) because as a newly appointed ombudsman I needed to learn best practices and how to adapt them to my office. There were very few training or operating manuals or guides, most of the available publications were theoretical, not practical. As ombudsmen in the United States we sought to learn from one another, often by trial and error, sometimes by imitation. We knew about the Scandinavian ombudsman and some of our offices were modelled on those or others which had been established in Australia, New Zealand and across Canada. There was no internet back then and it was the annual office report, along with the occasional monograph and journal article which gave us intellectual sustenance.

The I.O.I. was one of the first organizations which filled the informational and educational void with a variety of publication formats and quadrennial conferences. On a regional basis our community grew and many of us found ways to network, share, and exchange what was needed on an increasingly more frequent basis. It is on this foundation that the I.O.I. can most ef-

fectively contribute and advance the ombudsman institution.

The I.O.I. has a wide ranging body of published materials; I hope a way can be found to publish those on the I.O.I. web site in an electronic format easily accessible to our membership. We should continue to build upon the research base of the scientific comparative study European Ombudsman Institutions of Gabriele Kucsko-Stadlmayer. Perhaps one way to accomplish that is already underway with a web based system that collects a broad range of information about our member offices. Another would be to encourage, and support, comparative regional studies of ombudsman offices.

Our membership has shown its appetite for knowledge and information about performing our responsibilities. The "Sharpening Your Teeth"-training program offered by the Ontario Ombudsman is very popular and will be made available to IOI's membership in Vienna later this year. Similarly, two practical programs emanating from New South Wales, one on the Role of Apology in Ombudsman Work and the other on Dealing with Difficult or Querulous Complainants, have found receptive audiences separately in the Forum of Canadian Ombudsman and the United States Ombudsman Association. The I.O.I. does not need to "re-invent the wheel" by developing our own investigative and operating training curriculum. We can save resources and expand opportunities by cooperating with other ombudsman offices and associations.

I also believe it is time and exceedingly important that the I.O.I. articulate and promulgate a cogent set of universal ombudsman standards and best practices. Other ombudsman associations like the British and Irish Association and the United State Ombudsman Association have already published statements of this kind.

It has been my privilege and good fortune to have been apart of the I.O.I. during this dynamic time in its history. I have come to meet and work with a number of talented and motivated individuals committed to the development of our community and for that I am thankful.



William Angrick  
President of the I.O.I.

#### **I.O.I. World Conference 2012**

The I.O.I. Board of Directors is now accepting expressions of interest in hosting the I.O.I.'s 10th World Conference. The Conference will be held in 2012.

Expressions of interest from Institutional Members should be sent to the General Secretariat ([ioi@volksanw.gv.at](mailto:ioi@volksanw.gv.at)).



*Peter Kostelka*

This newsletter clearly marks the end of an I.O.I. era as President Bill Angrick retires after an outstanding professional career, three decades of commitment within the I.O.I. and nearly six years as President of the Board of Directors of the International Ombudsman Institute.

After 32 years of service as Citizens' Aide/Ombudsman for the State of Iowa Bill Angrick is one of the longest-serving ombudsmen worldwide and has contributed significantly to a transparent, fair and service-oriented public administration. The Iowa state, its local government and citizens of his state owe him much for his commitment and professional dedication.

But Bill devoted himself to the ombudsman concept far beyond his duties and responsibilities as Iowa Ombudsman and became a constant advocate for the needs of ombudsman institutions all over the world. He has held the office of President of the United States Ombudsman Association (USOA) and is also a past member of the Ombudsman Committee of the Administrative Law Section of the American Bar Association (ABA).

Within the international ombudsman community it is above all the I.O.I. which is indebted to Bill Angrick for his commitment to the Institute since the 1970s, first as an active member, then as North American Regional Vice-President and since 2004 as its President.

In these nearly six years of office Bill Angrick implemented his vision of the I.O.I. as an international organisation fostering the

cooperation among ombudsman institutions, sharing best practise models and developing common standards. It is certainly due to his effort and commitment that the General Assembly of the I.O.I. took far reaching reform decisions in 2009. During the following structural transition period and the relocation process Bill Angrick guided the I.O.I. with courage and commitment.

Exactly one year after the Stockholm World Conference the I.O.I. has reorganised its structure and finances and put an ambitious working program on the table aiming at intensifying the network of independent Ombudsman institutions. The General Secretariat with its trilingual staff moved into a new location and communication with members has been intensified. I.O.I. Member institutions profit from concrete membership benefits such as participation in the SYT training in Vienna from 14 to 17 November 2010. This high-profile training is offered free of charge for members in good standing and provides for five scholarships for institutions with limited resources. A new membership register is also well underway as is the new communication platform of the I.O.I. On the international scene the I.O.I. was represented during international ombudsman key events and started a dialogue with international organisations such as the World Bank and the ICC on a closer cooperation. Based on the respective Board decisions and guidelines the I.O.I. General Secretariat will continue in the coming year to implement Bill Angrick's

vision of an effective, service-oriented and knowledge-based I.O.I.

The I.O.I. is grateful to its President for his dedication and the achievements that the Institute realized under his guidance. Bill Angrick has made an exceptional contribution in respect of the purposes of the Institute and has rendered outstanding services to the I.O.I. Therefore a request to the Board to appoint him an Honorary Life member will be on the agenda of the upcoming I.O.I. Board meeting in Bermuda. On behalf of the international ombudsman community I wish Bill Angrick a happy and healthy retirement.

Art 23(2) of the I.O.I. bylaws provides that "The Vice-President shall, in the absence or disability of the President, perform the duties and exercise the powers of the President." Accordingly I.O.I. Vice-President Mats Melin will perform the President's duties for the transitional period until the next annual Board of Directors meeting in Bermuda this coming October. The I.O.I. General Secretariat will remain at the disposal of the Board and the Election Committee for any support that is deemed necessary and helpful for the election of all I.O.I. officers.



Dr. Peter Kostelka  
Secretary General of the I.O.I.

**“SHARPENING YOUR TEETH”-  
TRAINING, VIENNA  
14-17 November 2010**

The I.O.I. is pleased to invite you to the upcoming “Sharpening Your Teeth”-Training which will be held at the I.O.I. General Secretariat in Vienna, Austria from 14 to 17 November 2010.

The educational program for staff members of Ombudsman institutions is based on the format “Sharpening Your Teeth” that was successfully invented by the Ontario Ombudsman in 2005.

This specific I.O.I. edition will be held in English and offers a three-day training on systemic investigations. The I.O.I. is delighted to be able to offer this high-profile training to I.O.I. member institutions in good standing free of charge. Only accommodation and travel costs have to be paid by member institutions.

In addition, the I.O.I. will fund five scholarships for institutions with limited resources. Scholarships that will be selected by the Executive Committee include refund for economy air fares as well as accommodation costs. Please note that the deadline for scholarship applications is 1 September 2010. If you have any further questions on scholarships or other training details please do not hesitate to contact the I.O.I. General Secretariat ([ioi@volksanw.gv.at](mailto:ioi@volksanw.gv.at)).

In order to ensure a smooth organisation we would ask you to return the registration form until 1 October 2010 at the latest.

**THE STOCKHOLM 2009 CONFERENCE  
PAPERS – NOW ONLINE**

According to the then new Swedish Constitution of 1809, Parliament was to elect an Ombudsman to exercise “supervision of the observance of the laws by judges and officers of the State”. For more than 100 years, the Swedish Parliamentary Ombudsman was the only institution of its kind. Beginning in the 1950’s, however, the idea spread rapidly around the globe.

The year 2009 thus marked the Bicentennial of the very idea of ombudsmanship and of the Swedish Ombudsman institution. To celebrate this event, the International Ombudsman Institute (I.O.I.), which today brings together 150 ombudsman institutions from more than 75 countries, decided to hold its 9th World Conference in Stockholm.

The I.O.I. World Conference convened 340 delegates and observers from more than 90 countries. The Conference opened on June 9, 2009. Key note addresses were delivered by the former Secretary General of the United Nations, Mr Kofi A. Annan and the United Nations High Commissioner for Human Rights, Ms Navanethem Pillay. The Conference ended on June 11 with the IOI General Assembly, during which important decisions were taken, aiming at a new beginning for the organization.

Finally, on June 12, the delegates and other invited guests attended a seminar designed to celebrate the Bicentennial. A number of colleagues, representing different ombudsman traditions, described how the original Swedish concept has been adapted to other legal, political and cultural contexts. Taken together, those contributions gave a comprehensive overview of the diversity and richness of the ombudsman concept. At the same time, they also emphasized what is common to all om-

budsmen: to independently investigate citizens' grievances against public authorities and thus to promote human rights, the rule of law and good governance.

The contributions to the I.O.I. World Conference and to the Bicentennial seminar are now made accessible on the I.O.I. website [www.theioi.org](http://www.theioi.org). They will also be published by the Swedish Parliamentary Ombudsmen's Office in two separate volumes. I wish to thank all the contributors who graciously have agreed to review and elaborate their conference presentations into a form suitable for publishing. I also want to sincerely thank Ms Linda Williamson of the Ontario Ombudsman's Office for having volunteered to edit all the manuscripts and Ms Charlotte De Geer Fällman of my own office for her committed work which has been necessary to make the contributions accessible. I feel confident that these combined efforts will provide all ombudsmen and similar institutions, as well as scholars, decision-makers and interested citizens, with a useful source of knowledge and inspiration.

*Mats Melin*  
*Chief Parliamentary Ombudsman, Sweden*

#### **PUBLICATION: ANNUAL REPORTS**

Do you wish to spread information about your institution and work? We provide our members with the possibility of including the institution's annual report on our website.

Please send a short introductory note and the English PDF version of your institution's annual report to the I.O.I. General Secretariat ([ioi@volksanw.gv.at](mailto:ioi@volksanw.gv.at)). Other language versions, especially French and Spanish, are highly appreciated!

#### **OMBUDSMAN COMMUNITY MOURNS DEATH OF SIR CECIL CLOTHIER**

It is with great regret that the I.O.I. has learned about the passing of the former parliamentary commissioner for administration and health service commissioner for England, Wales and Scotland, Sir Cecil Clothier.

Sir Cecil Clothier, who served five years as parliamentary commissioner for administration and health service commissioner for England, Wales and Scotland died in May 2010 at the age of 90. He was a distinguished member of the international Ombudsman community and always dedicated his life to the public cause.

During his impressive career Sir Cecil Clothier was a crown court judge (1965-78) and a judge of appeal in the Isle of Man (1972-78). He was a legal assessor to the General Medical and Dental councils and a member of the Royal Commission on National Health (1976-78). The following year, 1979, he became parliamentary commissioner for administration and health service commissioner for England, Wales and Scotland, a post he held until 1984. In 1985 he was elected the first chairman of the Police Complaints Authority (1985-89).

The International Ombudsman Institute, on behalf of all its members, would like to express its deepest sympathy. Sir Cecil Clothier's passing is a great loss for the international Ombudsman community and our thoughts go out to his family, friends and former colleagues.

## OMBUDSMAN CALENDAR OF EVENTS

### **I.O.I. EUROPEAN CONFERENCE, 3-6 October 2010**

The European Region of the I.O.I. will hold a conference in Barcelona from 3 to 6 October 2010. The conference will focus on "Europe as an open society: A global and inclusive vision of the migration phenomenon within our countries". The four workshop topics are "The right to political participation", "Children's rights", "Social exclusion – the impact of the crisis" and "Integration or assimilation". The conference will also feature a special session on the Mechanisms for the Prevention of Torture, based on the UN protocol and given by experts in the field (OPCAT and CPT).

For further information, please contact: [ioieurope@sindic.cat](mailto:ioieurope@sindic.cat).

### **I.O.I. BOARD OF DIRECTORS MEETING, 16 – 20 October 2010**

The next I.O.I. Board of Directors meeting will be hosted by Ms. Arlene Brock, the Ombudsman for Bermuda.

### **USOA ANNUAL CONFERENCE, 6-8 October 2010**

The 2010 Annual Conference of the United States Ombudsman Association will be held at the Crown Plaza Hotel in Dayton, Ohio, 6 - 8 October 2010. The Conference will focus on "Soaring to New Heights: Innovations in Ombudsmanship".

For more details visit the USOA website at <http://www.usombudsman.org/> or contact Diane Welborn at [welborn@dayton-ombudsman.org](mailto:welborn@dayton-ombudsman.org).

### **"Sharpening Your Teeth"-Training, 14–17 November 2010**

This specific I.O.I. edition of "Sharpening Your Teeth" is conducted in English and offers a three-day training on systemic investigations. The training will be held at the I.O.I. General Secretariat in Vienna, Austria from 14 to 17 November 2010.

For further information, please contact the I.O.I. General Secretariat ([ioi@volksanw.gv.at](mailto:ioi@volksanw.gv.at)).

#### **ANNOUNCEMENT OF UPCOMING EVENTS**

Do you wish to spread information on an upcoming conference, meeting or event that your institution is organizing?

Please contact the I.O.I. General Secretariat ([ioi@volksanw.gv.at](mailto:ioi@volksanw.gv.at)) and your event will be announced in the next newsletter edition.

#### **CONTRIBUTE TO THE OMBUDSMAN NEWS**

The I.O.I. General Secretariat is trying to monitor all changes in I.O.I. member offices and partner institutions. In case your institution wishes to contribute to this section of the newsletter please send a brief text to the I.O.I. General Secretariat at [ioi@volksanw.gv.at](mailto:ioi@volksanw.gv.at).

## **OMBUDSMAN NEWS**

### **GERMANY: NEW CITIZEN'S COMMISSIONER APPOINTED**

On 28 April 2010 Mr. Dieter Burgard was appointed as the new Citizen's Commissioner of the State of Rhineland-Palatinate. Mr. Burgard will replace former commissioner Ulrich Galle, who resigned from his office on 31 March 2010.

<http://www.landtag.rlp.de/parlament>

### **AOMA: ETHIOPIA ELECTED TO COORDINATE INSTITUTIONS**

During its General Assembly held in Angola in April 2010, the African Ombudsman and Mediator Association (AOMA) appointed the Ethiopian Ombudsman to coordinate the member institutions.

<http://ethombudsman.org/>

### **THAILAND: NEW OMBUDSMAN APPOINTED**

The term of General Teeradej Meepien, Chief Ombudsman of Thailand, has ended in April 2010.

Current deputy Ombudsman, Mr. Pramote Chotimongkol, has been appointed new Chief Ombudsman of Thailand by His Majesty the King. Former Secretary General of the office, Prof. Siracha Charoenpanij has been appointed as new Ombudsman.

<http://www.ombudsman.go.th/>

### **ESTONIA: NEW LIAISON OFFICER**

In May 2010 Ms. Mari Amos has been assigned as new Liaison Officer for the office of the Chancellor of Justice of Estonia. Ms. Amos succeeds Ms. Helen Paliale.

<http://www.oiguskantsler.ee>

### **UZBEKISTAN: OMBUDSWOMAN REAPPOINTED**

On 3 May 2010 Ms. Sayora Sharafona Rashidova has been re-appointed by the Legislative Chamber and will serve another five-year term as the Authorized Person of the Oliy Majlis of the Republic of Uzbekistan for Human Rights.

<http://ombudsman.uz/>

### **CANADA: ANDRE MARIN REAPPOINTED AS ONTARIO OMBUDSMAN**

On 1 June 2010 an all-party selection committee unanimously recommended Mr. Marin to be appointed. He will serve a second five-year term as Ombudsperson of Ontario.

<http://www.ombudsman.on.ca/>

### **POLAND: NEW OMBUDSWOMAN**

On 11 June 2010 Prof. Irena Lipowicz was appointed as new ombudswoman to replace Janusz Kochanowski who died at the tragic airplane crash in Russian Smolensk on 24 April 2010. The Senate still has to approve this appointment.

<http://www.rpo.gov.pl>

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c/o Austrian Ombudsman Board

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