



INTERNATIONAL  
OMBUDSMAN  
INSTITUTE



**Act together for  
our tomorrow**

13th IOI World Conference 2024, The Hague  
12 - 17 May 2024



**nationale  
ombudsman**

## INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)

### **The Hague Declaration**

Having gathered in person for the first time in eight years, the members of the International Ombudsman Institute have shared their experience on the question on how we can work together for our tomorrow;

Taking note of the fact that if we as ombuds institutions do not contribute and act in the addressing of the different crises the world is facing now, the outlook for all people, living and yet to be born, will be bleak;

Having expanded the topic of the conference to four themes that are at the forefront of the work of the ombudsman when looking toward the future, the members of the IOI aim to develop their expertise and knowledge;

Having consulted each IOI region online on the themes that were selected for this conference, the members have shaped the content of the agenda on Climate Change & Living Conditions, Value Dilemma's, Outreach and Future Generations;

Acknowledging the duty and obligation that ombuds institutions have all over the world to improve the relation between citizens and governments and be the voice of the ones who cannot speak for themselves, the General Assembly 2024 of the IOI:

1. *Takes note* of the fact that climate change is real and has a profound impact on the lives of all citizens around the world, and that ombuds institutions have a duty to alleviate the challenges citizens face in their daily lives.
2. *Takes note* that ombuds institutions are bound by their national mandates and are also governed by ambitious international instruments and guidelines which can lead to a dilemma when helping citizens.
3. *Takes note* that not everyone is able to find the ombudsman and that there is an inherent obligation for ombuds institutions to identify these groups and proactively reach out to these citizens.

4. *Takes note* of the fact that future generations cannot speak out on their own behalf and that therefore the ombuds institutions should be their voice.
5. *Agrees* that ombuds institutions should take into account the possible long-term effects of their work and ensure that they provide a positive contribution to resolving the challenges people will face in the future.
6. *Underlines* that ombuds institutions should draft strategic agendas on Climate Change & Living Conditions, Value Dilemmas, Outreach and Future Generations and these topics should form a returning point of discussion in future IOI activities.
7. *Encourages* ombuds institutions to discuss with their peers how the themes of the conference work out in their countries and to share this not only within the regions, but also throughout the membership.
8. *Calls upon* ombuds institutions to make use of all available means, be it digital or analogue, be it team work within an office, international cooperation or trainings in any work form that can be beneficial for the dissemination of knowledge and expertise.
9. *Concludes* that ombuds institutions should actively consult and involve the experience of citizens in their work to inspire them to take the citizens' perspective into their daily practice.

*The Hague, 14 May 2024*