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**Université
catholique
de Louvain**

Conférence européenne de l'Institut International de l'Ombudsman *The Ombudsman as a catalyst for citizen participation*

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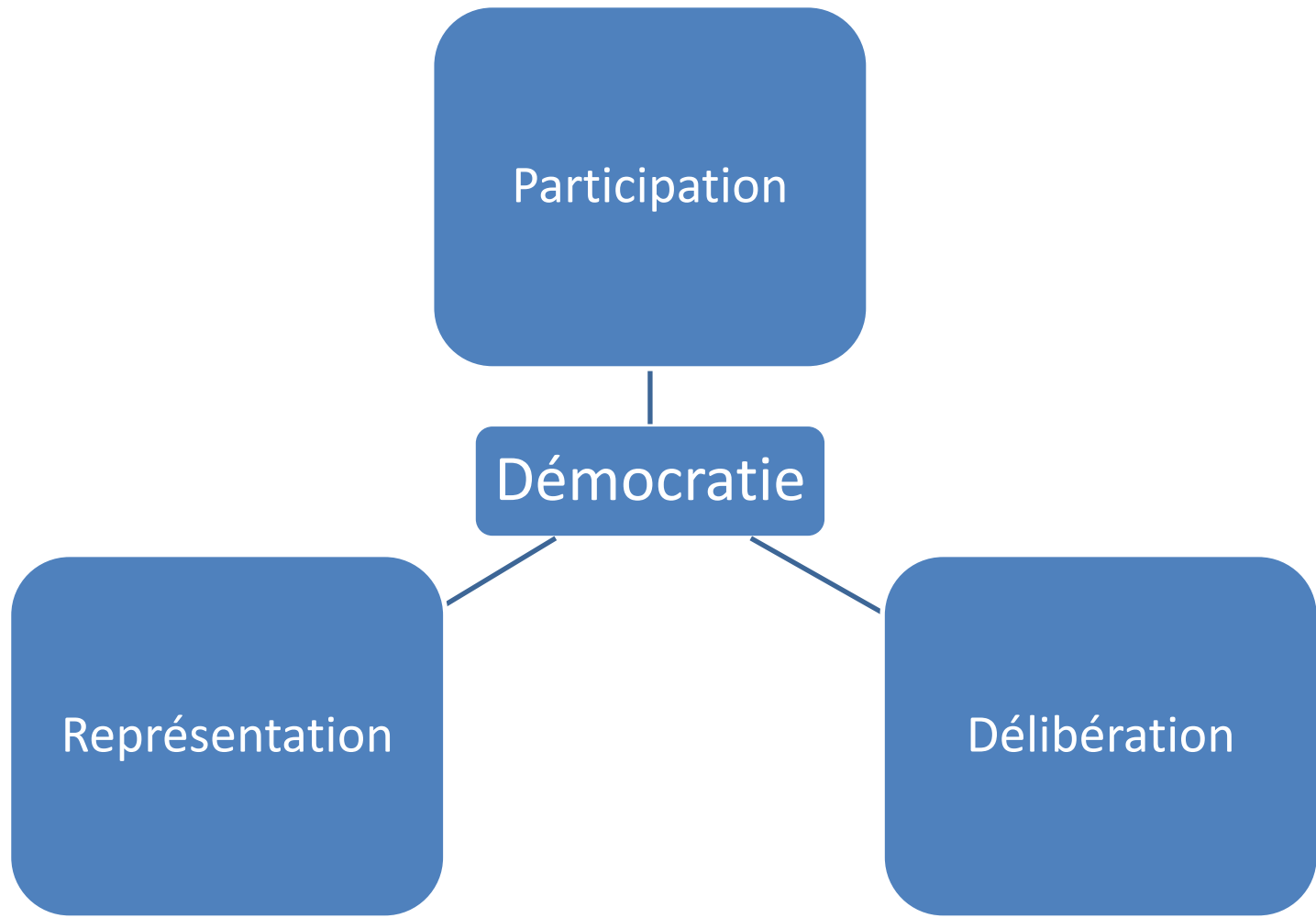
Conclusion du rapport rédigé par Didier Caluwaerts (I)

“The general conclusion we can draw on the Ombudsman as a catalyst for citizen participation in policy making, is that most offices are aware and actively thinking about the increasing trend towards citizen involvement. They also seem to be supportive of a more direct democratic linkage mechanism. (... see II)”

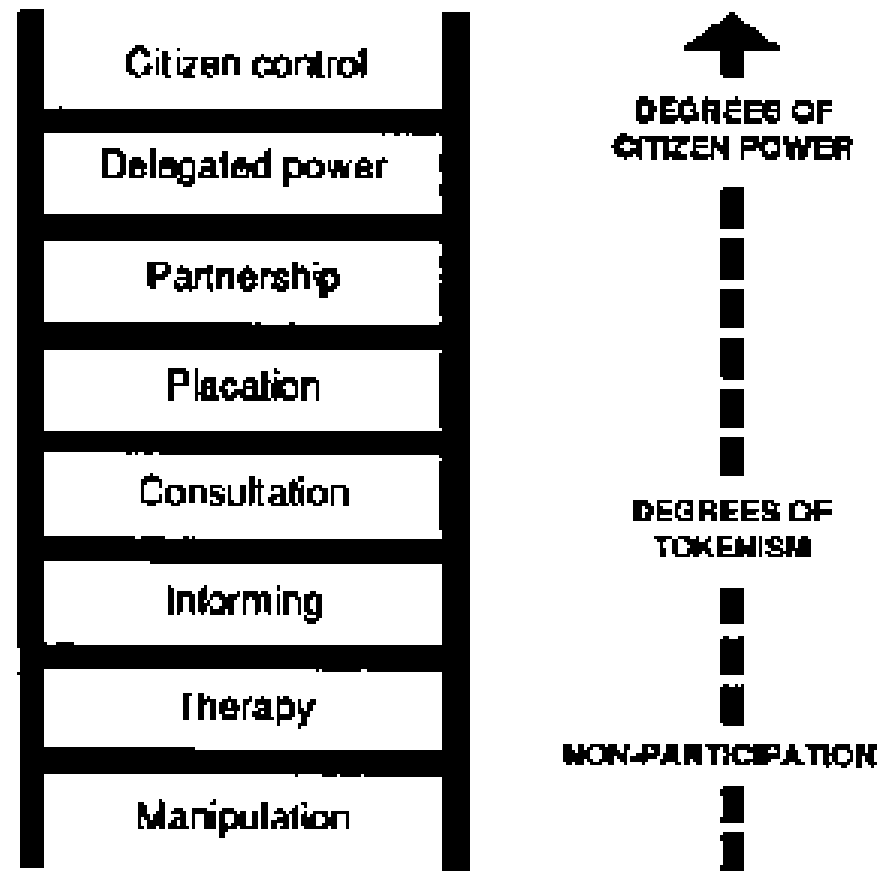
Des paradoxes de la démocratie citoyenne et participative

- Rêver la démocratie vs. Vivre la démocratie
- Démocratie représentative = Démocratie citoyenne
- Suffrage universel vs. Abstention universelle
- Démocratie représentative = Démocratie participative
- Droit de participer vs. Participation minoritaire
- Election = Sélection des élites
- Politiciens professionnels vs. Citoyens professionnels

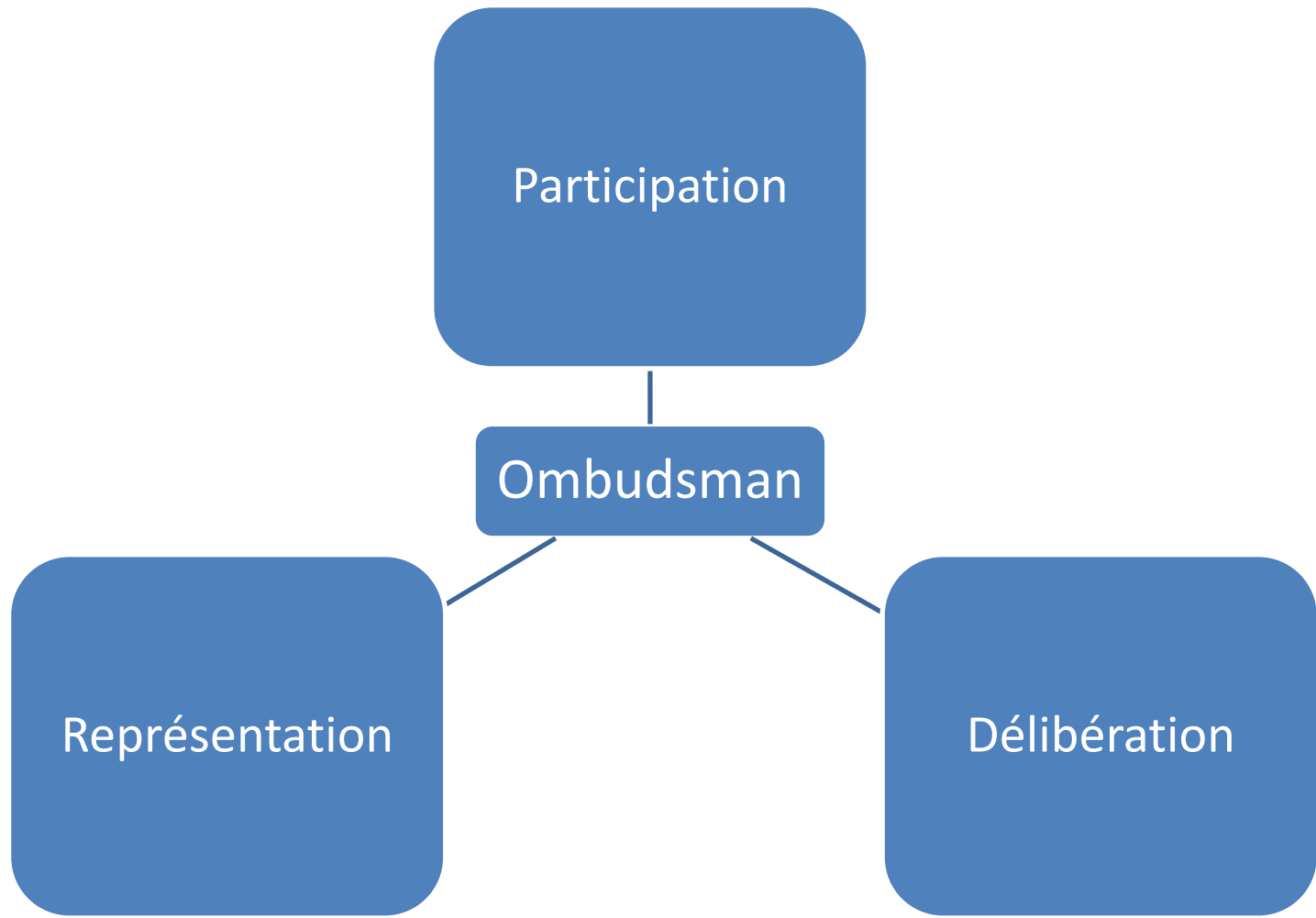
Le triangle de la démocratie



L'échelle de la participation (Arnstein 1969)



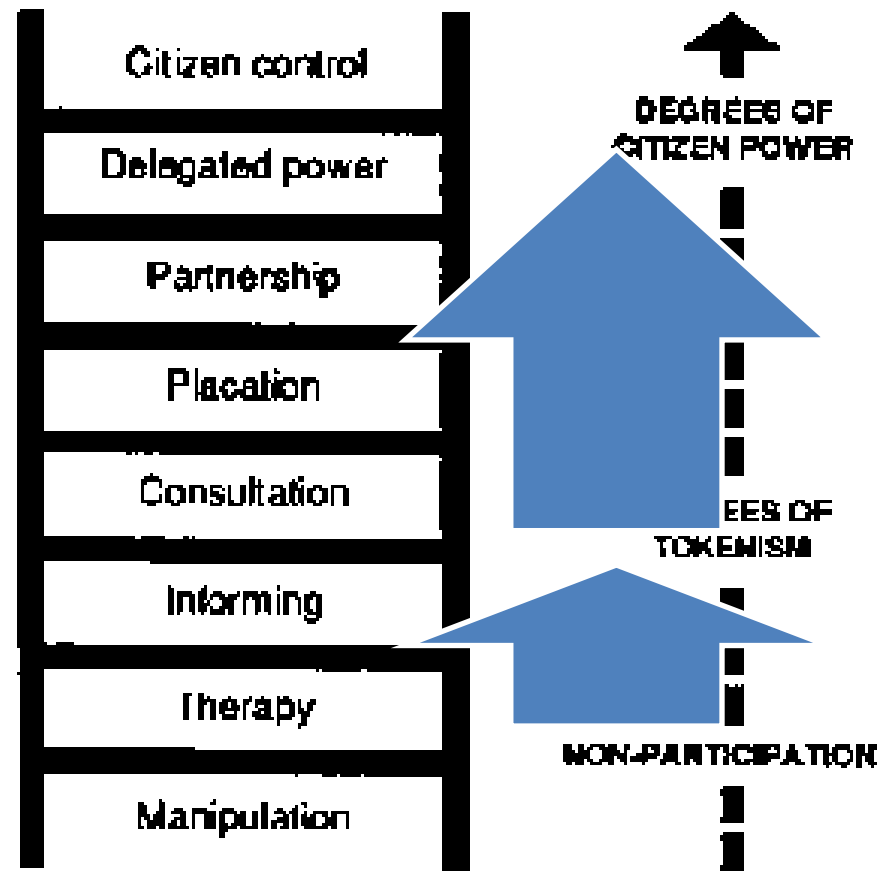
Place et rôle de l'Ombudsman ?



Conclusion du rapport rédigé par Didier Caluwaerts (II)

“The general conclusion we can draw on the Ombudsman as a catalyst for citizen participation in policy making, is that most offices are aware and actively thinking about the increasing trend towards citizen involvement. They also seem to be supportive of a more direct democratic linkage mechanism. Very few among the Ombudsmen have, however, moved beyond the idea that disseminating information is sufficient to guarantee the involvement of citizens. Even though this passive or more reactive role fits well with the Ombudsman’s traditional role of reacting to citizens’ complaints, Ombudsmen have to be careful not to lose their relevance in an ever more participatory democracy ruled by hybrid governance procedures and administrative complexity. (... see III)”

L'Ombudsman pour monter l'échelle



Des problèmes potentiels

Les citoyens

- Ne sont pas intéressés
- Sont toujours les mêmes et des « vieux, mâles, blancs »
- Ne sont pas « experts » et peu/pas informés
- Ne sont pas « élus »
- Ne sont pas responsables
- Sont extrémistes

Des solutions possibles

Les citoyens

- Peuvent être tirés au sort
- Peuvent être tirés au sort, avec des quotas
- Sont « experts » de leur vie + information + délibération
- Sont « libres » + rotation
- Peuvent être mélangés avec d'autres citoyens et des élu(e)s

Conclusion du rapport rédigé par Didier Caluwaerts (III)

“The general conclusion we can draw on the Ombudsman as a catalyst for citizen participation in policy making, is that most offices are aware and actively thinking about the increasing trend towards citizen involvement. They also seem to be supportive of a more direct democratic linkage mechanism. Very few among the Ombudsmen have, however, moved beyond the idea that disseminating information is sufficient to guarantee the involvement of citizens. Even though this passive or more reactive role fits well with the Ombudsman’s traditional role of reacting to citizens’ complaints, Ombudsmen have to be careful not to lose their relevance in an ever more participatory democracy ruled by hybrid governance procedures and administrative complexity. After all, recent research has shown that participation arrangements have become increasingly institutionalized in policy, political and administrative practice. If Ombudsmen do not want to be reduced to third rate role in the future, and if they want to maintain their role as defenders of citizens’ democratic rights, they will need to be able to deal with these participatory arrangements. ”

Des suggestions sous forme de questions

- Sept questions :
- *Qui ?*
- *Quoi ?*
- *Comment ?*
- *Où ?*
- *Quand ?*
- *Combien ?*
- *Pourquoi ?*
- Des réponses = des choix clairs : mandat, lieu, public(s) et surtout des articulations et des suites