

BASIC INFORMATION

- Global, independent, non-political organisation fostering the cooperation among ombudsman institutions worldwide; Established in 1978
- Independent public sector ombudsmen operating on local, regional or national level
- Currently 140 institutional members from about 85 different countries in 6 world regions
- IOI General Secretariat since 2009 located in Vienna, Austria and run by the Austrian Ombudsman Board (AOB)
- IOI aims at providing clear membership value & at offering enhanced services to its members

The purposes of the IOI are to:

- promote the concept of ombudsmanship & encourage its development
- enable the exchange of knowledge & best practise
- encourage professional development of its members through cooperation
- develop & operate training programs for ombudsmen and their staff
- encourage & support research into the institution of the ombudsman

Recognizing the following principles:

- respect for human rights & fundamental freedoms
- adherence to the rule of law
- accountable governments
- access to justice for everybody

STRUCTURE & GOVERNANCE

Executive Committee	I.O.I. President Ms Beverley A. WAKEM, CBE (New Zealand)
	I.O.I. Vice-President Mr Thomas FRAWLEY, CBE (Northern Ireland / UK)
	I.O.I. Treasurer Mr Alan N. LAI (Hong Kong / China)
	I.O.I. Secretary General Mr Peter KOSTELKA (Austria)



AFRICA	ASIA	AUSTRALASIA & PACIFIC	CARIBBEAN & LATIN AMERICA	EUROPE	NORTH AMERICA
Regional Vice-Presidents					
Mr John WALTERS (Namibia)	Mr Asad Ashraf MALIK (Sindh / Pakistan)	Mr Chronox MANEK (Papua New Guinea)	Ms Arlene BROCK (Bermuda)	Mr Rafael RIBÓ (Catalunya / Spain)	Mr André MARIN (Ontario / Canada)
Regional Directors					
Ms Caroline SOKONI (Zambia)	Mr Man Chong FONG (Macao / China)	Mr Alan LAI (Hong Kong / China)	Mr Raúl PLASCENCIA VILLANUEVA (Mexico)	Mr Arne FLIFLET (Norway)	Mr Robin MATSUNAGA (Hawaii / USA)
Ms Alima Déborah TRAORE (Burkina Faso)	Ms Youngran KIM (Korea)	Ms Beverley WAKEM, CBE (New Zealand)	Ms Lynette STEPHENSON (Trinidad & Tobago)	Mr Thomas FRAWLEY, CBE (Northern Ireland/UK)	Ms Diane WELBORN (Ohio / USA)
				Ms Irena LIPOWICZ (Poland)	

Ms Christine STOCKHAMMER, Head of Secretariat
Ms Ursula BACHLER, Administrator
Ms Karin WAGENBAUER, Administrator
Mr Stefan GATTERNIG, Trainee
Ms Victoria SCHMID, Trainee

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Trainings 2010 / 2011

- ✓ Since 2010 annual training to raise the capacity & capability of staff: so far 80 participants from 40 different countries and 5 IOI world regions
- ✓ Hosted by the IOI headquarters in Vienna and free of charge for IOI members
- ✓ Scholarships for members with limited financial resources
- ✓ Held in cooperation with renowned universities & experienced practitioners
- ✓ Training evaluations show very positive feedback and clear demand for educational programmes
- ✓ Training focus on: Complaint diagnosis and assessment / effective investigation techniques / interviewing methods / assessment of evidence / reporting / communication with complainants and the public etc.

Annual Training 2012 - IOI Headquarters, Vienna

- IOI annual training hosted by headquarters in September 2012; focus on complaint assessment, investigation procedures and reporting; registration opens in April

Regional Training 2012 – Asia & APOR, Hong Kong

- Regional training for Asian and APOR region in May 2012; hosted by the Ombudsman of Hong Kong and organized in cooperation with the Commission Against Corruption of Macao
- Tailored for frontline and mid-level complaint handling practitioners
- Focus on complaint handling from managing the client to incorporating soft skills training

IOI Research Projects

- Focus on comparative aspects of classic ombudsman mandates; pool for an intensified exchange of information, knowledge and best practice among IOI members
- Comparative studies to analyze institutions' legal basis, their position within the political system, compliance with norms of good administration, the practised monitoring and data collection mechanisms etc.
- Comparative study on ombudsman institutions in Europe published in 2008; electronic version of this study available to members free of charge
- Comparative study on ombudsman institutions in APOR region in progress; similar studies planned for the remaining IOI regions (i.e. Asia); external co-sponsors needed

IOI Archives

- Comprehensive library on ombudsman institutions in the Vienna headquarters, currently comprises of 3.500 ombudsman-related documents from 125 different countries
- IOI Archives include IOI publications, annual reports from member institutions, legal foundations, studies & publications, conference papers etc.

IOI Website

- www.theioi.org provides comprehensive directory of IOI members, ombudsman-related news on a daily basis as well as detailed information on mandates of member institutions
- Comprehensive database with up to 700 documents such as annual reports, legal basis, conference reports etc; Calendar of events

Regional Subventions

- Financial support for regional projects that foster and support the regional exchange of knowledge and best practise
- Budget of EUR 80.000 over the past two years; new round of regional subventions stirred broad interest within the international ombudsman community
- Examples of projects that are being supported: Caribbean region sent participants to training initiatives; Europe funded workshop on the role of ombudsmen within the OPCAT framework and initiated ombudsman twinning projects; Africa established educational programme in French language etc.
- Transparency and accountability guaranteed by strict audit guidelines that are being put in place in cooperation with Ernst & Young