



OÑATI INTERNATIONAL INSTITUTE  
FOR THE SOCIOLOGY OF LAW

—  
OÑATIKO LEGE-SOZIOLOGIAKO  
NAZIOARTEKO ERAKUNDEA

—  
INSTITUTO INTERNACIONAL  
DE SOCIOLOGÍA JURÍDICA DE OÑATI

## WORKSHOP ON: The Future of Ombuds Research. Empirical and Critical Perspectives

**Coordinators:**

**Julia Dahlvik** (University of Applied Sciences Vienna FH Campus Wien) and

**Axel Pohn-Weidinger** (University of Strasbourg)

18-19 July 2024

### Programme

Meeting room: Karl Renner & Achille Loria [1<sup>st</sup> floor]

### Wednesday 17<sup>th</sup> July 2024

Arrival of participants

21.00 Dinner “Restaurante Iturritxo” for all the participants [Street: Atzeko Kalea, 32]

### Thursday 18<sup>th</sup> July 2024

**08:30-09:00: Registration** at the International Institute for the Sociology of Law [1<sup>st</sup> floor]

**09:00-11:00: Opening and Introduction**

**Sabine Frerichs, Scientific Director of the IISL and Leire Kortabarria, Publications officer**

**Julia Dahlvik (University of Applied Sciences Vienna FH Campus Wien) & Axel Pohn-Weidinger (University of Strasbourg)** (workshop organizers): Introduction

**Manuel Lezertua (Ararteko/Ombudsman of the Basque Country):** Notes on Evolving Areas in the Role of the Basque Ombudsman

**11:00-11:15 Coffee break** [Gurvitch & Galdos room]

**11:15-13:00 The Ombuds and Policy: The Case of Educational Field**

*Discussant: Marc Hertogh*

**Markus Ciesielski (Hildesheim University):** Ombuds claiming and social inequalities. An exploration of legal transformation through the example of the Colombian Personería

**Chris Gill (University of Glasgow):** Administrative Responses to Ombuds Investigations: The Case of Local Authority Education Decision-Makers in England

**Naomi Creutzfeld (University of Kent):** Pathways to Justice Through the Ombuds and Tribunal in the UK: Housing and Special Educational Needs

**13:00 Lunch time** [Cantina Zapore]

## Thursday 18<sup>th</sup> July 2024 (continuation)

### 15:00-16:15 The Ombuds and the Marginalized

*Discussant: Julia Dahlvik*

**Sophie Van der Valk (University of Dublin):** The Office of the Ombudsman and Prisoner Complaints: Ireland, a Case Study

**Brian Papas (University of North Dakota Law School):** The Organization-Agent: Street-Level Bureaucracy in the Context of Campus Sexual Misconduct

**16:15-16:30**      *Coffee break* [Gurvitch & Galdos room]

### 16:30-18:15 Emerging Fields of Ombuds Activity

*Discussant: Naomi Creutzfeld*

**Jernej Letnar Čerňič (New University, Ljubljana, and European University Viadrina, Frankfurt /Oder):** Ombudsman Institutions, Business, and Human Rights: Between Ideals and Challenges

**Axel Pohn-Weidinger (University of Strasbourg):** Towards a Theory of the Emergence of Ombuds Institutions: Theoretical Observations and a Case Study

**Wiktoria Masłowska (University of Milano):** The Ombuds as an Organizational Change Agent: Sustainable Governance in an ESG Perspective

**20:00:**      *Conference dinner (to be paid by the participants)*

Hotel Torre Zumeltzegi

<https://www.hoteltorrezumeltzegi.com/EN/restaurant.html>

## Friday 19<sup>th</sup> July 2024

### 09:15-11:00 Effective Ombuds and Comparative Perspectives

*Discussant: Chris Gill*

**Robert Thomas (University of Manchester):** UK Ombudsmen: Empirical Approaches to Evaluating Their Impact and Effectiveness

**Marc Hertogh (University of Groningen):** The Public Ombudsman Diamond: Towards a New Approach to Comparative Ombuds Research

**Julia Dahlvik (University of Applied Sciences Vienna):** Public Ombuds Practices in Promoting Access to Justice in the Digital Era - A Comparative Approach

**11:00-11:15**      *Coffee break* [Gurvitch & Galdos room]

### 11:15-13:00 The Role of the Ombuds: "Classical" Attributions and New Tasks

*Discussant: Matthew Groves*

**Nick O'Brien (Tribunal Judge):** Ombud-Justice, Civic Mediation and Responsive Legality

**Tero Erkkilä & Juho Mösla (University of Helsinki):** Ombudsman and Hybridity

**Hicran Atatanır (Social Security Institution, Türkiye):** Ombudsman in Protecting the Right to Social Security: The Case of Türkiye

**13:00**                      *Lunch time* [Cantina Zapore]

# **Thursday 18<sup>th</sup> July 2024 (continuation)**

## **15:00-16:45 The Ombuds and Politics**

*Discussant: Axel Pohn-Weidinger*

**Julien Mouchette (University of Reims):** Does the Independence of Ombudsmen Have a Price And/or a Cost? The Case of the French Human Rights Defender

**Anita Stuhmcke (University of Technology of Sydney) & Matthew Groves (Deakin University):** Physician Heal Thyself – What Happens When the Ombudsman Fails Its Own Standards?

**Rob Behrens (UK Parliamentary and Health Ombudsman) & Rafael Ribo (Former Ombudsman of Catalonia):** The Ombudsman in Adversity

**Luka Glušac (University of Belgrade):** Independence vs. accountability: exploring appointment and reporting procedures of ombuds institutions

**16:45-17:00**      *Coffee break* [Gurvitch & Galdos room]

## **17:00-17:30: Closing remarks**