

**Public Chat Transcript | Webinar: “Ombudsman Innovations for Advancing Open Government” | Tuesday, March 17, 2015 | 10:00 – 11:00 AM EST**

Fotis zygoulis: Hi! Greetings from Athens Greece Europe

Jaime Mercado (World Bank): Good morning/afternoon!

Jaime Mercado (World Bank): Dear Participants: Today's OGP webinar will be on Ombudsman Innovations for Advancing Open Government

Jaime Mercado (World Bank): Our presenters today are: Jim Martin – Scottish Public Services Ombudsman; and Fiona Crean – Ombudsman of the City of Toronto, Canada

Jaime Mercado (World Bank): The microphones will be muted until 10:00 am (EST/Washington DC time)

Nancy Fashho: Hi, Nancy from Jordan

Jaime Mercado (World Bank): Dear participants: We invite you to introduce yourselves by telling us your full name, organization, and country.

Jaime Mercado (World Bank): My name is Jaime Mercado, and I am with the World Bank in Washington DC, and I will be helping to moderate this session

Arlene Brock: Hello - I am Arlene Brock, former Ombudsman for Bermuda and former Director of the International Ombudsman Institute (VP for the Caribbean and Latin American region)

Lamumba Tucker: Good morning. I'm Victoria Pearman, national Ombudsman for Bermuda

Marcos Mendiburu: My name is Marcos Mendiburu from the World Bank in WDC.

Val Jepson: Hello, I am Valerie Jepson, Integrity Commissioner for the City of Toronto, proud colleague of Fiona Crean!

Marcos Mendiburu: hi Arlene! Good to 'meet' you again :-)

Remigia Racz 2: Hi! My name is Remigia Racz. I am from Budapest, Hungary/Europe. I work at the Office of the Commissioner for Educational Rights.

Diann Bowes: Good morning, I'm Diann Bowes, Manager of Investigations, and Alberta Ombudsman

Khadijah Williams: Hello everyone, my name is Khadijah Williams, and I'm with the Office of the Ombudsman for Public Education in Washington, D.C.

Kim Johnson: Good Morning. Kim Johnson, Ombudsman, State of California, Managed Care Operations Division, Sacramento, California.

Awilda Martinez: Good morning everyone, my name is Awilda Martinez and I'm with the Ombudsman program in the Department of Labor, Office of Foreign Labor Certification in Washington DC

Arlene Brock: And you too Marcos. Hello also to Jim, Fiona and Victoria

Elin Bergman: Good morning, I am Elin Bergman, World Bank

Muriel Gubasta: Good morning everyone! My name is Muriel Gubasta and I am an Ombudsman with the State of Minnesota, Office of Ombudsperson for Families in the United States.

Arlene Brock: And Ursula - how is everyone at IOI, Vienna?

Philipp Mende: Hello everyone, my name is Philipp Mende from the office of the Parliamentary & Health Service Ombudsman in London, UK.

Karin Wagenbauer: Hello I'm Karin from the IOI General Secretariat in Vienna!

Jack Gray: Hello everyone, like Philipp I am also from the office of the Parliamentary & Health Service Ombudsman in London, UK.

Rosa Malango: Hello good morning I am Rosa Malango from the Office of the UNRC in Guatemala

Jorge Andrino: Good Morning. Jorge Mario Andrino from Guatemala's Ombudsman's Office.

Brian Said: Good morning to all. I'm Brian from Malta's Office of the Ombudsman.

Rachnilda Arduin: Good morning, from the office of the Saint Maarten Ombudsman

Ulrike Grieshofer: Hello from the IOI General Secretariat. IOI Secretary General Günther Kräuter and myself are looking forward to this exciting Webinar!

Renee Gavigan: Hello, I am Renee from Ombudsman Saskatchewan

Ursula Bachler: Good afternoon, my name is Ursula Bachler from Vienna, IOI General Secretariat. Message to Arlene: we are all fine here and quite curious about this webinar.

Ruth Cooperrider: Good morning. I'm Ruth Cooperrider, Ombudsman for the State of Iowa, U.S.A.

Chris LaHatte 2: Good morning, I am Chris LaHatte ombudsman from ICANN

Rosita Agnew: Hi, Rosita here from the European Ombudsman's Office

Michael Ricco: Good morning, I am Michael Ricco with the Office of the Information Commissioner, Canada

Ben Lowndes: Good morning everyone, I am Ben Lowndes from the Minnesota Department of Transportation Ombudsman's Office

Marie Paturel 2: Good morning. I'm Marie Paturel, Investigator, and Alberta Ombudsman

Charles Murray: Hello everyone, Charles Murray, Ombudsman for New Brunswick Canada

Charles Murray: Good morning, Charles Murray, Ombudsman for New Brunswick Canada

Gabriel GUILAO: Hello everyone, my name is Gabriel GUILAO, CIO of the Ombudsman of Guinea

Gabriel GUILAO: on behalf of Mister Ombudsman of the republic of Guinea, I'm happy to participate at this training session

Susana Soto: Good morning, Susana Soto, from Costa Rica civil society

Jaime Mercado (World Bank): Dear participants: this webinar is being recorded so you can share it with your colleagues and network. A weblink to the recorded webinar will be provided during the coming days.

Susana Soto: Thanks, Jaime

Khadijah Williams: Thank you! Will the slides also be provided?

Rosa Malango: Thanks would be great to also get power point slides

Jorge Andrino: Excellent. Thanks.

Jaime Mercado (World Bank): Absolutely, the presentation will be shares as well.

Camille Jobin-Davis: Good morning. Camille Jobin-Davis, New York State Committee on Open Government

Gabriel GUILAO: can we get the presentation after?

Marcos Mendiburu: @ Gabriel: Yes, the ppt will be shared via email after the webinar. By the way, those participants registered should have received an email with the ppt as well

Gabriel GUILAO: ok, what about the record sound file?

Gabriel GUILAO: I mean sound file?

Jaime Mercado (World Bank): Dear participants: There will be a Q&A session at the end of each presentation. Please feel free to direct any questions or comments -at any time- in the public chat area

Catherine Lyon: Did he say 50% or 15% of the stage 2 went to the Ombudsman?

Arlene Brock: Question: Jim, in assessing 'customer satisfaction', how did you determine whether dissatisfaction was with outcome only or with process (regardless of outcome)?

Muriel Gubasta: Jim-Thank you for your presentation.

Diann Bowes: 1. How many staff are handling how many issues at each of the levels to accomplish those goals?

Rachnilda Arduin: How were the sounding boards set up? Are there feedback forms available at specific outlets or how does it work?

Gabriel GUILAO: I'd like to thank the presenter for excellent presentation. My question is: How can implement these procedures?

Awilda Martinez: You mentioned that different avenues within the government treated complaints differently how did you go about making a cohesive approach? Did you face any resistance?

Lamumba Tucker: Do you have a more specific definition of what is a complaint vs an inquiry?

Diann Bowes: 2. does the standardized reporting of complaints include both jurisdictional and non-jurisdictional complaints and what proportion are jurisdictional/non-jurisdictional?

Diann Bowes: 3. How do you gauge customer satisfaction (eg surveys)?

Lamumba Tucker: Do all authorities and the Ombudsman log and track complaints using the same computer system?

Alfredo Horoch: Are you implement interactive systems for customers?

Kamini Bernard: To confirm I understood correctly - departmental staff (front line staff) are involved in level 1 and 2 and the Ombudsman does not get involved until after this process is complete? Are all staff involved at the departmental level or are there designated staff trained to deal with complaints?

Noman Ansar: How about the complaint receiving mechanism? Do you people have desks or only a center office?

Chris LaHatte: what sort of case management system do you use?

Arlene Brock: how do you assess the quality of customer interactions during handling of complaints (i.e. to respond / manage complainants with particular anxieties or difficulties in understanding that the authorities had handled complaints appropriately)?

Catherine Lyon: Has the CHPs provided "better" complaints and result for Ombudsman complaints?

Raysa Grullart: Greetings from Dominican Republic - ProConsumidor

Ulrike Grieshofer: Thank you very much for your presentation! Since the core tasks of Ombudsmen include finding maladministration and this potentially means also finding a violation of human rights, we would be interested in knowing if and to what extent the SPSO also cooperates with the Scottish NHRI?

Aristomenis Kotsakis: Any ( possible) feedback on Key Performance Indicators per Sector , will be greatly appreciated. Congratulations for your class A presentation!

Cristian Mesa: hello everyone Cristian from Peru

Arlene Brock: thank-you Jim for an excellent presentation and Q&A responses

Nestor Dennis García Ocaña: Greetings from Bolivia

Noman Ansar: Good Evening

Khadijah Williams: Will responses be recorded for all questions, including the ones Mr. Martin responded to today?

Khadijah Williams: \*emailed

Renzo Lavin: thanks Jim for your presentation! Let me share with you the link to a 3-week E-forum on Engagement between Civil Society and State Accountability Institutions, organized by the GPSA, ACIJ, U4 and Fundar. It will be open till April 3rd, and I hope it will be of your interest as it is closely related to the topics presented here. <http://gpsaknowledge.org/forums/topic/making-accountability-processes-work-engagement-between-civil-society-and-state-accountability-institutions/>Hi colleagues, let me share with you the link to a 3-week E-forum on Engagement between Civil Society and State Accountability Institutions, organized by the GPSA, ACIJ, U4 and Fundar. It will be

open till April 3rd, and I hope it will be of your interest as it is closely related to the topics presented here.  
<http://gpsaknowledge.org/forums/topic/making-accountability-processes-work-engagement-between-civil-society-and-state-accountability-institutions/>

Ulrike Grieshofer: The IOI is pleased that two members agreed to join this webinar as presenters! As Fiona Crean just mentioned, her study was co-sponsored by a regional subsidy of the IOI. We are happy to see that it can be of such great benefit for a broader community! More info on [www.theioi.org](http://www.theioi.org)

Mariana Alves: Thanks for sharing

Babatomiwa Aghedo: Thanks for the information

Noman Ansar: Thank you very much.

Ulrike Grieshofer: Thank you for your presentation! You mentioned equity and fairness. Do you think a stronger human rights approach is helpful in the daily OMs work?

Marie Paturel 2: Question for Jim Martin - do you track whether or not a body /agency/organisation has implemented your recommendation(s) for a particular complaint ... and do you publish this data?

Aly Lala: My name is Aly Lala from Concern Universal Mozambique, A GPSA grantee

Jaime Mercado (World Bank): Dear participants: There will be a Q&A session at the end of each presentation. Please feel free to direct any questions or comments -at any time- in the public chat area

Arlene Brock: thanks for great study! Did you encounter public servants who were defensive or felt the need to cover their own backs, vis-a-vis their bosses?

Awilda Martinez: Where can we find a copy of the survey used?

Gabriel GUILAO: the study case was very interesting

Ulrike Grieshofer: The study – as mentioned previously – is available on the IOI website:  
<http://www.theioi.org/news/canada-the-impact-of-ombudsman-investigations-on-public-administration>

Gabriel GUILAO: thank you for the presentation

Catherine Lyon: Did the study go in to whether the Ombudsman is making the municipal public service better?

Marie Paturel 2: Question for Fiona Crean - will you be using the results of the survey to identify ways your office may need to change/improve how they approach a particular department in the future?

Noman Ansar: It was quite informative. Thank you for sharing you study. I just need to know about the Government Functionaries' Support. Is it overwhelming?

Renzo Lavin: Q for Jim and Fiona. Can you please tell us more about collaborative action with CSO's and organized groups of citizens, apart from complaint mechanisms?

Arlene Brock: note: I found that the frontline public servants were more willing to implement recommendations and see the value of the Ombudsman. In those fewer instances of resistance, these were at the higher levels when the public servants had to account to their Ministers - did such political sensitivities affect attitudes in Toronto

Diann Bowes: Did the study result in any changes to the way the Toronto Ombudsman reports and did it result in more resources for the Toronto office?

Alfredo Horoch: Feedback is a risk if haven't capacity to process and response

Babatomiwa Aghedo: In Africa, especially in Nigeria, where the concept of an ombudsman is currently foreign and there are no existent laws. How is the international community proposing to help introduce this concept to our societies?

Khadijah Williams: Thank you for your presentation. For offices that are not as comfortable with your office, have you been able to implement strategies to put them more at ease as a result of this study? Does your process with working with these offices differ? What about for offices in which you get a higher number of complaints (if that is applicable to your situation).

Jaime Mercado (World Bank): - We appreciate your feedback! Please take 5 minutes to tell us what you think of today's webinar by filling out a brief evaluation form through the following link: <http://goo.gl/forms/fvjZJzn8Hw>

Ulrike Grieshofer: The concept of Ombudsman is known in Africa - often called the "Mediator" or "Mediateur" but also Public Protector, e.g. in South Africa. For more information you can visit our Africa Regional Website at <http://www.theioi.org/ioi-regions/africa> and also contact our office.

Jaime Mercado (World Bank): We appreciate your feedback! Please take 5 minutes to tell us what you think of today's webinar by filling out a brief evaluation form through the following link: <http://goo.gl/forms/fvjZJzn8Hw>

Arlene Brock: Thank-you Fiona and professors for an excellent study and presentation.

Daniel Lee: Thanks for a great webinar from the Office of the Complaints Commissioner Cayman Islands.

Marie Paturel 2: Thanks so much for the presentation - need to sign off now.

Alfredo Horoch: Thank you

Khadijah Williams: Wonderful webinar. Very informative. Thank you to all the presenters!

Arlene Brock: note: there are actually Ombudsman offices in Nigeria - I believe at regional levels. They are not yet members of the African Ombudsman and Mediators Association, but the Nigerians do attend AOMA conferences.

Val Jepson: This is a very valuable study for all oversight offices Thank you TO Ombudsman and the study team.

Chris LaHatte: thank you!

Renzo Lavin: thank you!

Brian Said: Thank you. Excellent presentations.

Noman Ansar: Thank you so much for the presentations. And we appreciate the great webinar. From Ombudsman Balochistan Office Pakistan.

Ulrike Grieshofer: We would like to thank the presenters and our partners at the World Bank, especially Marcos!

Karin Wagenbauer: Thanks - once again a very interesting webinar!