

MEMORANDUM OF UNDERSTANDING

between the

British and Irish Ombudsman Association

and the

International Ombudsman Institute

The British and Irish Ombudsman Association, hereafter called OA, and the International Ombudsman Institute, hereafter called IOI,

Guided by the will to establish between them a mutually advantageous and cooperative relationship, with a view to sharing best practices in the field of complaint handling and redress and protection and promotion of human rights and consumer rights.

Recognising that they share similar objectives to strengthen the concept of ombudsmanship, and encouraging existing and new ombudsman institutions in their work of assisting, enhancing and protecting human rights and consumer rights as well as protecting individuals against abuse of power, maladministration, negligence or unfair decisions.

Have agreed on the following:

Article 1

Cooperation

In order to facilitate the achievement of the objectives set out in the basic legal texts pertaining to each organisation and within the limits of their competence set up by their respective regulations, OA and IOI agree to cooperate and bring each other mutual support in the field of protection and promotion of human rights, protection against maladministration and the strengthening of the

concept of the ombudsman in general and its core principles of independence, impartiality and fairness in particular.

OA and IOI agree that specific links of friendship, cooperation and exchange of experience and best practice will be established and a programme of cooperation in sectors of mutual interest will be shared.

This cooperation may take several forms, including mutual participation in conferences convened by both organisations, organisation of study visits and participation in relevant training workshops as well as the general exchange of information and expertise, and when appropriate, joint statements on issues of mutual interest.

In order to effectively implement this Memorandum of Understanding, OA and IOI agree to make every endeavour to not only strengthen the relationship on an inter-organisational level, but also to ensure that the benefits transcend to the regional and local level in every country forming part of the agreement.

Article 2

Participation in conferences and meetings

OA and IOI shall invite each other to participate in conferences, workshops and trainings that they organise in the field of ombudsmanship and/or human rights.

OA and IOI agree that the participation of both parties in all activities deemed beneficial to their respective progress and consistent with each organisation's founding principles, shall be mutually encouraged. Representatives from each organisation shall be mutually invited to attend congresses and conferences by its counterpart or any international or regional organisations and associations whose activities are consistent with the objectives and common references set out by this agreement.

Article 3

Study visits and training workshops

OA and IOI may organise study visits, training workshops and other actions aimed at exchanging professional experience and improving the mutual training of their staff.

Participation of members from OA and IOI at training workshops organised by its counterpart shall be encouraged whenever the project budget allows for it.

Article 4

Exchange of information

OA and IOI may exchange information on their important decisions and activities in the fields of mutual interest defined by this agreement and in compliance with their respective regulations. In doing so, exchange of information and contact between members of OA and IOI shall be encouraged and promoted by each institution.

OA and IOI may share legislation, legal documents, background documents or issue papers.

OA and IOI agree to assist each other to the greatest extent possible, in providing consultation to consolidate the role of each institution in promoting and protecting human rights and ombudsmanship throughout the world.

Article 5

Terms and conditions

The terms and conditions of the organisation of specific activities will be decided upon by the parties in each case. In order to put this agreement into effect, OA and IOI commit themselves to keeping up regular contacts and engaging in mutual consultations.

Article 6

Entry into force, amendment, denunciation

This agreement shall enter into force on the date it is signed by both parties. It shall remain valid for five years and will be extended automatically for the same length of time if none of the parties gives written notice to the other of its desire to put an end to the agreement at least three months before the expiry.

Amendments and complements to this agreement may be proposed at the initiative of one of the parties. The amendments shall enter into force when they have been approved by both parties.

This agreement may be denounced by one of the parties by giving written notice to the other. The agreement shall be terminated three months from the date of such notice.

This agreement was signed in Dublin on 13 May 2016 in two sets and three versions, namely: English, French and Spanish. The English version shall be considered as the original.



Lewis SHAND SMITH

Chair of the Ombudsman Association (OA)



Günther KRÄUTER

Secretary General of the IOI