



Defensor del Pueblo  
de Navarra

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# OFFICE OF THE OMBUDSMAN OF NAVARRA

# WHAT IS IT? (I)

- It is a high commission of the Parliament of Navarra (i.e. answerable to the parliament)
- Its remit is to defend and improve the rights and freedoms of citizens.
- It is not an administrative or judicial authority.
- It is a moral authority.
- The ombudsman is elected by the Parliament of Navarra for a 6-year mandate.



# WHAT IS IT? (II)

- A 3/5 majority is required.
- It is an independent, impartial, objective institution.
  - It does not take instructions from any authority.
  - It performs its remit with independence and according to its own criteria (legality, material justice and social justice)
  - It is not permitted to engage in party-political activities.



# REMIT (I)

- It defends the rights of citizens against abuse or negligence on the part of the public authorities of Navarra.
- It proposes improvements in the actions of the public authorities and of public services.
- It deals with queries from citizens concerning their rights
- It passes on proposals from citizens to the public authorities



# REMIT (II)

- It submits reports to parliament and to local authorities concerning:
  - The situation and rights of adults.
  - The situation and rights of children and concerning child protection.
  - The regional tax system of Navarra.
  - Basic social and primary care services.
  - Basque (joint official language in the Basque-speaking area of Navarra)
  - Unaccompanied foreign minors (Among others)



# WHO AND WHAT DOES IT SUPERVISE (I)

- The Regional Government of Navarra and all its associated public and private bodies.
- Local authorities in Navarra and their dependent bodies.
- The administrative attitude of the Parliament of Navarra and the institutions set up by it:
  - Public University of Navarra.
  - Cámara de Comptos (“Public Accountability Chamber”)
  - Council of Navarra.
- All public services and functions carried out by public or private bodies.



# WHO AND WHAT DOES IT SUPERVISE (II)

- 700 public- and private-sector organisations.
- Around 30,000 public-sector employees.



# IT IS NOT ITS COMPETENCE

- Private disputes between private individuals.
- The Spanish public authorities.
- The social security authorities.
- The justice system.
- The operations of national police and security forces.
- If the matter has been filed through legal channels.





# HOW DOES IT DEFEND THE RIGHTS OF CITIZENS? (I)

- It receives and answers complaints submitted to it by any citizen.
- It conducts investigations based on complaints or ex officio.
- It submits recommendations, suggestions and reminders of legal duty to the public authorities.
- It points out shortcomings and proposes improvements in legislation.
- It issues reports at the request of the Parliament of Navarra or any other public administration of Navarra.



# HOW DOES IT DEFEND THE RIGHTS OF CITIZENS? (II)

- It seeks to mediate between the public authorities and citizens in search of solutions satisfactory to both parties.
- It acts as a mediator (*Ararteko* in Basque) with the public authorities in social matters.



# WHO CAN RESORT TO THE OMBUDSMAN OF NAVARRA?

- Any individual or corporate body that can claim a lawful interest, without limitation.
- Regardless of nationality, sex, race, age, incapacity, imprisonment or other circumstances.



# WHERE CAN COMPLAINTS BE FILED?

- At the office of the Ombudsman of Navarra. The office can help people who go there to draw up their complaints.
- Online.
- By e-mail.
- By ordinary mail.
- By fax.
- An **immediate** acknowledgement of receipt is issued for all complaints received at the offices of the Ombudsman.



# WHEN CAN COMPLAINTS NOT BE PROCESSED?

- When more than a year has elapsed since the complainant became aware of the events in question.
- When the matter has been settled by the courts or is pending a court ruling.
- When complaints are anonymous.
- When ill will is deemed to exist.
- When the complaint is considered to be baseless or pointless.





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