



Office of the State Comptroller
and Ombudsman

Mediation in the Office of the Ombudsman



The Office of the Ombudsman of Israel



Mediation in the public arena



▶ In the State of Israel the
State Comptroller
is also the
Ombudsman



▶ Any person can file
a complaint with the
Ombudsman about a public
authority, concerning an act or
omission that has harmed him



▶ The Office of the
Ombudsman receives
annually
some 14,000
complaints



▶ In order to assist vulnerable
communities and make
its activity accessible, the
Office operates regional
reception offices distributed
throughout the country



▶ Some 43% of the complaints handled
annually lead to their rectification, to the
satisfaction of the complainants

Mediation is conducted by the Office when a dispute arises between the individual and a public authority, not when a dispute arises between two people or private bodies.

This characteristic often affects the process because of the power gaps between the parties and requires the special attention of the mediator.



What complaint is suitable for mediation?



Characteristics of complaints considered suitable for a mediation process:

- An ongoing relationship between the parties
- The complainant wishes acknowledgement of an emotional injury caused to him
- The complaint concerns several authorities or public bodies, and the complainant "falls between the cracks"

Examples of complaint subjects handled by means of mediation:

- Work relations
- Removal of obstructions and nuisances
- Behaviour of public employees



The mediation process in the Office of the Ombudsman



- The mediator, who is a neutral factor, helps the parties negotiate with the aim of reaching understandings that will enable them to resolve the conflict by agreement.
- The use of the mediation process makes it possible to adapt the handling of the complaint investigation to the circumstances and assists in successfully resolving the dispute between the complainant and the public body.
- The mediation process will only take place in appropriate cases and after receiving the consent of the parties.
- Rules of secrecy and confidentiality apply to the mediation process.
- The Office makes sure that the person investigating the complaint does not act as mediator between the parties in the same complaint.
- The mediation team comprises mediators who have received professional training in the field.
- The mediation sessions take place in the offices of the Ombudsman throughout the country. In appropriate cases, online mediations are conducted.

Addresses of the offices of the Ombudsman

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Scan the code



for the
Ombudsman's website



Ways of contacting the Office of the Ombudsman

Online form www.mevaker.gov.il

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At the offices of the Ombudsman In person or by posting a letter in a designated letter box