



International Mediation Congress

An approach to Conflict in the Global Agenda

July 5, 6 and 7, 2022 | Rosario, Santa Fe, Argentina



OFFICE OF THE STATE COMPTROLLER
AND OMBUDSMAN OF ISRAEL



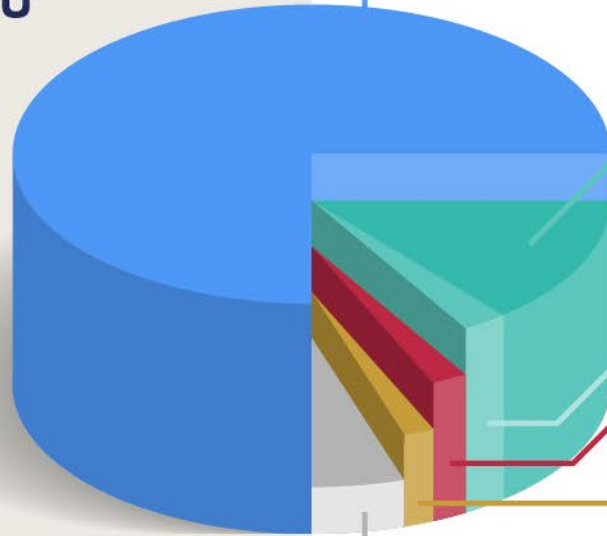
STATE OF ISRAEL



INTERNATIONAL MEDIATION CONGRESS
"THE APPROACH TO CONFLICT IN THE GLOBAL AGENDA"
OMBUDSMAN'S OFFICE OF THE PROVINCE OF SANTA FÉ
PRESENTATION OF MR. MATANYAHU ENGLMAN
OMBUDSMAN OF ISRAEL
**THE APPROACH TO MULTICULTURALISM
IN CONFLICTS**

7.7.2022

ISRAELI
SOCIETY -
DIVISION
BY ETHNIC
GROUPS



☆ **75% Jews**

20% Arabs

☾★ **82% MUSLIMS**

[🕌 **14% OF THE ARAB
MUSLIMS ARE BEDOUIN**]

✝ **10% CHRISTIANS**

★ **8% DRUZE**

⋮ **5% others**



CHALLENGES FACING THE OMBUDSMAN IN THE INVESTIGATION OF COMPLAINTS OF PEOPLE FROM DIFFERENT ETHNIC GROUPS



DIFFERENCES
IN THE
FAMILIAL
STRUCTURE



DIFFERENT
CULTURAL
PERSPECTIVES



LANGUAGE
BARRIERS



DIFFERENT
RELIGIOUS
CUSTOMS AND
PRACTICES



DISPARITIES
IN ACCESS TO
TECHNOLOGY

METHODS FOR INVESTIGATING CULTURALLY SENSITIVE COMPLAINTS



MEDIATION



**ON-SITE
INSPECTIONS**



VISIT OF THE OMBUDSMAN OF ISRAEL TO NAZARETH

ENHANCEMENT OF ACCESS TO THE OFFICE FOR A VARIETY OF POPULATIONS



REGIONAL
BRANCH
OFFICES
IN THE
PERIPHERY



INFORMATION
PAMPHLETS
IN DIFFERENT
LANGUAGES
(HEBREW, ARABIC,
RUSSIAN, AMHARIC
AND ENGLISH)



PRESS
RELEASES
AND
INTERVIEWS
IN THE MEDIA



INFORMATIONAL
ACTIVITIES
IN THE
PERIPHERY
VIA SOCIAL
ORGANIZATIONS



"THE
OMBUDSMAN
IN THE
COMMUNITY"



SETTING AN EXAMPLE

EMPLOYEES
FROM A
VARIETY OF
POPULATIONS

COMMISSIONER
FOR EQUALITY
AND
EMPLOYMENT
DIVERSITY

CONFERENCE
ON MULTI-
CULTURALISM
FOR THE
OFFICE

WORKSHOP
ON THE
SUBJECT
OF MULTI-
CULTURALISM

ARAB-
LANGUAGE
COURSE



THANK YOU FOR YOUR ATTENTION!

