

The IAESTE™ Ombudsman

Introduction

The creation of a new post of Ombudsman for IAESTE was agreed at the General Conference in Durban in January 2001. At the January 2002 General Conference in Trondheim, Nicholas Leonard, a former National Secretary of IAESTE Ireland, was elected to the post, to serve for a trial period of three years. At the January 2005 Conference in Cartagena, Bernardo Herold, a former National Secretary of IAESTE Portugal and a former IAESTE General Secretary was elected as his successor.

The IAESTE Ombudsman will mediate in any situation that has occurred in the previous six months, where a student or group of students feel that they have been disadvantaged by a person or organisation representing IAESTE in their own country or in the country of their placement. The Ombudsman will investigate complaints about maladministration in IAESTE organisations worldwide.

Before a complaint can be made to the Ombudsman, it must have been already made, in writing, to the complainant's own National Committee. If no satisfactory result has been obtained within one month of the written complaint being made, the complainant may then approach the Ombudsman.

The Ombudsman may be contacted at: ombudsman@iaeste.org

Complaints Procedures

Who can approach the Ombudsman?

If you are a student who applied for a work placement with IAESTE and something went wrong during the application process or during the placement itself, and you feel that your case was not properly dealt with, you can approach the Ombudsman.

About what?

It is the Ombudsman's task to investigate cases of maladministration within IAESTE worldwide.

What is maladministration?

Maladministration means poor or failed administration. This can occur when an organisation fails to do something it should have done, if it does it the wrong way or if it does something that ought not to have been done.

Examples could include administrative irregularities, unfairness and discrimination, excessive delay, abuse of power and lack or refusal of information.

How to complain

Write to the Ombudsman in English, (English is the official working language of

IAESTE), setting out clearly who you are, which IAESTE organisation you are complaining about and the reasons for your complaint.

You must have already approached the National Committee of your own country and failed to get a satisfactory response.

You can write a letter, use e-mail, or you may use the appropriate application form, which is on the IAESTE web-site at www.iaeste.org

The IAESTE Ombudsman's postal address is:

**''''''''Edith Bretin
IAESTE Ombudsman
20, Rue Alphonse Daudet
13090- Aix en Provence
France**

The scope and role of the Ombudsman

Complainants should have exhausted all attempts to find a settlement through internal complaints procedures before approaching the Ombudsman. When he is approached, the Ombudsman will try to bring an independent and impartial view to all complaints.

The Ombudsman will mediate but cannot impose solutions.

The Ombudsman will treat all approaches with complete confidentiality. No third party will be approached without the permission of the complainant.

The Ombudsman will present an Annual Report to the IAESTE General Conference each year. This will list the number of complaints handled during the year and the outcomes. The Ombudsman will also propose measures to prevent similar situations arising in future.