

Ombudsman

"The first modern ombudsmen were established in by the Swedish parliament in the early 1800s to provide citizens a means to pursue grievances against the executive and administrative offices of the government."

A mixed dispute resolution method

Adversarial

Power to investigate

Authority to render a judgment about right and wrong

Power to criticize and embarrass decision-makers

Non-adversarial

Relatively informal intervention aimed at bringing complaints to the attention of decision-makers

No authority to enforce this judgment / Effectiveness based mainly upon reason and persuasion

Responsibility to negotiate correction or action that addresses the complaint

Source: Howard Gadlin, *The Ombudsman: What's in a Name?*, Negotiation Journal, Volume 16, Number 1, January 2000