

9th Regional Seminar of the European Network of Ombudsmen

Sunday, 22 June

14.00 – 17.00

Informal programme

Visit to St Fagans National
History Museum or visit to
the National Museum (in case
of inclement weather)

19.00 – 22.00

Welcome reception

in the National Assembly
for Wales, hosted by
Dame Rosemary Butler, AM,
Presiding Officer



European Network of Ombudsmen

1 avenue du Président Robert Schuman
CS 30403
F-67001 Strasbourg Cedex

T. + 33 (0)3 88 17 23 13
F. + 33 (0)3 88 17 90 62
www.ombudsman.europa.eu
eo@ombudsman.europa.eu

9th Regional Seminar of the European Network of Ombudsmen

22 – 24 June 2014

Jointly organised by the Public Services Ombudsman
for Wales and the European Ombudsman

Programme

**City Hall
Cardiff**



Red Europea de Defensores del Pueblo
Europäisches Verbindungsnetz der Bürgerbeauftragten
European Network of Ombudsmen
Réseau européen des Médiateurs
Rete europea dei difensori civici

Ombudsmen and committees on petitions: voices for the voiceless

Monday, 23 June Day 1

9.00–9.30

Opening of the Seminar

Dame Rosemary Butler, AM
Presiding Officer of the National Assembly for Wales

Margaret Griffiths
Acting Public Services Ombudsman for Wales

Emily O'Reilly
European Ombudsman

9.30–10.30

Keynote speech

Chair

Emily O'Reilly
European Ombudsman

Keynote speaker

Ioannis Dimitrakopoulos
Head of Equality and Citizens' Rights Department, European Union Agency for Fundamental Rights
(Helping to make fundamental rights a reality for everyone in the EU)

Questions and discussion

10.30–11.00

Coffee break

Session 1

Promoting the rights of younger people

Chair

Enrico Formento Dojot
Ombudsman of Aosta Valley, Italy

11.00–12.15

Panellists

Keith Towler
Children's Commissioner for Wales
(See *Me/Dyma Fi*)

José Julio Fernández Rodríguez
Ombudsman of Galicia, Spain
(Rights of young people and new technologies)

Questions and discussion

12.15–12.30

Group photo

12.30–14.00

Lunch

in the Seminar venue

Session 2

Promoting the rights of an ageing population

Chair

Cédric Langer
Ombudsman of the German-speaking Community of Belgium

14.00–15.30

Panellists

Gabriele Strele
Ombudsman of Vorarlberg, Austria
(Assisted living)

Donato Giordano
Ombudsman of Lombardy, Italy
(Ageing well: protecting the freedom of choice of the elderly and their families)

Questions and discussion

15.30–16.00

Coffee break

16.00–16.45

Keynote speech

Chair

Hans-Joachim Mewes
Chair of the Petitions Committee of Saxony-Anhalt, Germany

Keynote speaker

Peter Tyndall
President, European Region of the International Ombudsman Institute
(Listening to the voiceless)

Questions and discussion

Session 3

The European Network of Ombudsmen

Chair

Bart Weekers
Flemish Ombudsman, Belgium

16.45–17.45

Panellist

Emily O'Reilly
European Ombudsman
(Developments in the Network)

Questions and discussion

17.45–18.00

Conclusions and announcements

Marc Bertrand
Ombudsman of Wallonia and of the Wallonia-Brussels Federation, Belgium

18.00

End of the first day's proceedings

19.30–22.30

Drinks Reception

The Library and Drawing Room, Cardiff Castle

Dinner

The Banqueting Hall, Cardiff Castle

Tuesday, 24 June Day 2

Session 4

The right to high quality health and social care

Chair

Silke Vogt-Deppe
Chair of the Petitions Committee of Hamburg, Germany

9.00–10.15

Panellists

Lucia Franchini
Ombudsman of Tuscany, Italy
(The right to social care)

Jim Martin
Scottish Public Services Ombudsman, United Kingdom
(The rights of the citizen patient and how complaints can improve healthcare)

Questions and discussion

10.15–10.45

Coffee break

Session 5

United Nations Convention on the Rights of Persons with Disabilities

Chair

Jerónimo Saavedra Acevedo
Ombudsman of the Canary Islands, Spain

10.45–12.15

Panellists

Astrid Eichstädt
Office of the European Ombudsman
(The European Ombudsman's role in promoting and protecting the rights of persons with disability)

Dieter Burgard
Ombudsman of Rhineland-Palatinate, Germany
(Living like everyone else – part of it right from the start)

Questions and discussion

12.15–12.30

Closing of the Seminar and summing up

Margaret Griffiths
Acting Public Services Ombudsman for Wales

Emily O'Reilly
European Ombudsman

12.30–13.45

Lunch

in the Seminar venue

Departure of participants