

AORC Webinar Series

Investigating Human Rights Violations: The Mandate of Ombudsman

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The Commonwealth



Investigation of human rights complaints: Scope of Human Rights Mandate

- Broad interpretation of mandate
 - Adopt regulations, policies and procedures for efficiency, effectiveness, and consistency to guide human rights investigations/Fact-Finding
 - Issue timely recommendations
- Inquiries of own volition (Suo Moto)
- Initial assessment
 - Gathering of evidence
- Legal analysis
- Dialogue with authorities
- Determinations/Recommendations/Follow-up
- Hybrid NHRI institutions
 - Paris Principles-compliant





Wider Opportunities in Ombudsman Mandate

- Provide advisory to the state on human rights issues
- Monitoring and Reporting
- Awareness raising on complaints mechanism
- Wide dissemination of reports, statements, recommendations, determinations, and opinions
- Referrals to authorities/bodies with competence/mandate to investigate human rights violations
- Cooperation with other Entities

Key principles and best practices for human rights investigations

- Neutrality and impartial
- Non-discrimination
- Transparency
- Accountability
- Accessibility
- Timeliness
- Confidentiality
- Protection for whistleblowers/victims

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