



Le Médiateur du Royaume

Meeting of the Presidents of the Regional and International Networks of Institutional Mediation institutions

-Rabat, July 6th and 7th, 2015

Final Report of Rabat Meeting

By Mr. Abdelaziz Benzakour
Mediator of the Kingdom of Morocco
Honorary President of the Association
of Mediterranean Ombudsmen

Under the decision of the commission set up at the outcome of the thematic meeting held on the occasion of the Second World Human Rights Forum, in November 2014 in Marrakesh, a commission made up of Mrs. Raymonde Saint-Germain, Protector of Citizens of Quebec, President of the Association of Francophone Ombudsmen and Mediators, and Mr. John Walters, Ombudsman of Namibia, President of the International Ombudsman Institute in Vienna, headed by the President of the Bar Association Mr. Abdelaziz Benzakour,

Mediator of the Kingdom of Morocco and Honorary President of the Association of Mediterranean Ombudsman.

Following the invitation of the latter, regional and international associations including institutions of Mediators and Ombudsman meeting in Rabat on July 6th and 7th, 2015 in order to consult and examine the best means likely to set up a simple and efficient mechanism of mutual assistance, cooperation and coordination at the international scale between the instances working in the domain of institutional mediation, with the aim of implementing « Marrakesh Declaration on International Mediation», which seeks to promote and back up efforts exerted by active associations, in order to bestow upon Institutional Mediation the position it deserves among the international arena, as well as at the level of human rights protection with regard to the administration, a protection which gives substance to the creation and existence of such institutions.

Being aware of the need to implement the objectives fixed in the said Declaration, within the best possible conditions for achievement and success, the regional and international associations, present in Rabat in the above-mentioned dates, agreed, in the aftermath of the fruitful discussions, upon:

-Taking, as of now, the necessary measures in order to set up a coordination mechanism between the different existing associations so as to favour a continuous exchange of ideas, experiences and expertise in the domains pertinent to their main mission of intermediation and

conciliation to serve the interest of every citizen whose institution of Mediation or Ombudsman is a member thereto.

- Undertaking, as of the present time, to provide assistance to mutual nationals of countries representing the afore-mentioned institutions to carry out their objective action before local administrative services ; this shall be carried out within the scope provided for in their legislation and laws in vigor relative to processing similar cases of conflict.

-Being informed about the good practices adopted by some of these institutions, in order to get inspired from institutions which are best adapted to the local context of each country, and likely to help in improving the quality of the services expected from public administration and its different structures and divisions.

-Creating a multilingual Center for Training and Exchange of Experiences and Expertise, open to the personnel of the different member institutions, in order to get them involved in the central issues of their missions and to familiarize them with the procedures and mechanisms which have already proved their efficiency as far as complaints and grievances processing is concerned, namely those having an administrative character.

- Supporting the initiative by the Ombudsman of Malta for further academic studies in the field of Ombudsman for the benefit of Mediators and Ombudsman.

-Elaborating, similar to what has been undertaken by the Francophone, Mediterranean and other associations, comparative studies of their legal foundations and modes of functioning, in such a way as to allow everyone to be informed and inspired of the achievements made and the results obtained.

-Carring on their consultations in order to translate on the ground, at the earliest convenience, commonly taken measures, through a preparatory committee being in charge of presenting a consensual vision of the draft statutes of the expected coordinating body, as well as the conception of the projected International Training Center.

At the end of this meeting, the present Associations have reiterated their firm determination to act together and to join forces in order to obtain the recognition of the United Nations, as well as of its specialized Human Rights agencies, of the active and extremely positive role of institutional mediation in protecting and promoting Human Rights and to officially admit the international association that they plan to establish within their advisory bodies.

Rabat on July 7th, 2015