

The Art of the Ombudsman/person: lessons from comparative practice of higher education ombudsmen/persons in 24 countries

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Start and End date:	August 2015 - spring 2017	
1. Brief summary of what the research is about.	'The Art of the Ombudsman/person': A comparative study of the role and operations of higher education ombudsmen/persons in 24 countries	
2. What are the research questions?	Survey administered in September 2015 seeking to identify the appointments processes, core roles, accountability, resources and main challenges of higher education ombudsmen/persons.	
3. What, if any, outputs so far?	Questionnaires currently being analysed.	

4. What outputs are planned?	1. Publication of research evidence setting out the variety of operations and styles; 2. Development of a typology of higher education ombudsmen/persons; 3. Essays on key features of ombudsmen/persons including independence, impartiality and contribution to public trust;
5. What is the anticipated impact?	1. Research will create a benchmark against which ENOHE members can measure/develop their own practice. 2. Contribution to debate about ombudsmen/persons and public trust
6. Comments / additional information / requests for data or input from the broader administrative justice community	Critical comment on drafts as they emerge. Suggestions for publication outlets.