



Ombudsman Aruba
Defensor di Pueblo

Mission, vision, objective and tasks of the Ombudsman's Office

Mission

'Promoting proper treatment by institutions and ensuring that human rights are respected. With consistent dedication and determination, the Ombudsman strives to promote good governance by investigating complaints independently and objectively, offering mediation, and making recommendations for improvement.'

Vision

'Contributing to a society in which there is trust in a fair, transparent, and accountable government. The Ombudsman's Office promotes a culture of integrity and respect for human rights. As an accessible and reliable institution, the Ombudsman's Office provides a platform to submit complaints about improper treatment by institutions.'

The objective of the Ombudsman's Office:

'The Ombudsman's Office Aruba aims to achieve great relevance for our stakeholders, create visibility for the Ombudsman and the office in support of our mission, and exert a positive impact on good governance.'

The following core tasks of the Ombudsman's Office arise from the mission:

1. The provision of (additional) protection against improper conduct by institutions by conducting, on one's own initiative or on request, an investigation into how an institution has behaved in a particular matter towards stakeholders, and by issuing a judgment on the propriety of the conduct investigated, as well as making a recommendation;
2. Supervising the way complaints from young people or their legal representatives about institutions are handled by the competent authorities;
3. Making proposals during the handling of a request with the aim of reaching a mutually beneficial solution for the parties involved;
4. Promoting integrity and good quality of governance by establishing and publicly announcing norms of proper conduct that guide the assessment of the conduct of institutions;
5. Providing, whether unsolicited or solicited, advice to a minister or the Parliament on subjects that directly or indirectly relate to the Ombudsman's field of work and on subjects that relate to young people;



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6. Acting as a source of information and referral;
7. Providing education and information;
8. Annual written reporting to various entities on the office's activities and findings;
9. Ensuring adequate financial management of the office in accordance with applicable legal regulations;
10. Determining the working method and structure of the office.

This document may be cited as the mission and vision document dated January 6, 2025.