INTERNATIONAL OMBUDSMAN ASSOCIATION Reporting Categories 2011-2016

Category Number Percent

	2016	2	2016	2015	2015		2014	2014		2013	2013	<u>2011-</u> 2012	<u>2011-</u> 2012
2.d Reputation (possible impact of rumor and/or gossip about professional or	S												
personal matters)		26	4%	2:	3 4%	<u>.</u>	33	69	6	15	4%	7	2%
2.e Communication (quality and/or quantity of communication)		96	14%	58	3 10%		38	79	,	21	9%	21	7%
2.f Bullying, Mobbing (abusive,		90	14%	36	10%		30	15	0	31	970	21	170
threatening, and/or coercive													
behaviors) 2.a Diversitv-Related (comments or		17	2%	2	7 5%		13	29	6	24	7%	12	4%

2.g Diversity-Related (comments or behaviors perceived to be insensitive, offensive, or intolerant on the basis of an identity-related difference such as racecean idr



2.r **Equity of Treatment** (favoritism, one or more individuals receive preferential treatment)

33 5% 38 7%

34



3.j Other (any peer or colleague relationship not described by the above categories) Please specify below: Other 1: Other 2: Other 3:(add additional rows, if necessary) 4 Career Progression and Developme inquiries about administrative process	ent Questions, ses and decision	concerns	s, issues or	2	3%		6	8%		10	15%		7	11%		
entering and leaving a job, what it ent place of assignment, job security, and	ails, (i.e., recru	iitment, na 2016	ature and	2015 134	<u>2015</u>	13.5%	2014 167	<u>2014</u>	18.3%	2013 2 113	2013	17.0%	2011- 2012 144	<u>2011-</u> <u>2012</u>	21.8%	
4.a Job Application, Selection and Recruitment Processes (recruitment and selection processes, facilitation of job applications, short-listing and criteria for selection, disputed decisions linked to recruitment and selection)	11	12%		5			4	2%		2	2%		6	4%		
4.b Job Classification and Description (changes or disagreements over requirements of assignment, appropriate tasks)	10			9			4	2%		7	6%		19	13%		



4.g	Resignation (concerns about													
	whether or how to voluntarily													
	terminate employment or how such													
	a decision might be communicated													
	appropriately)		2 29	ó	16	12%		27	16%	24	21%	15	10%	
4.h	Termination/Non-Renewal (end of													
	contract, non-renewal of contract,													
	disputed permanent separation from													
	organization)		6 6%	0	23	17%		19	11%	19	17%	14	10%	
4.i	Re-employment of Former or													
	Retired Staff (loss of competitive													
	advantages associated with re-hiring	9												
	retired staff, favoritism)		3 3%	Ó	1	1%		2	1%	2	2%	4	3%	
		•	_	<u> </u>		-	_			-		2011-	2011-	
		2016	2016		2015	2015	2	2014	2014	2013	2013	2012	2012	



5.d Discrimination (different treatment compared with others or exclusion from some benefit on the basis of, for example, gender, race, age, national origin, religion, etc.[being part of an Equal Employment Opportunity protected category - applies in the U.S.])	7	50%	6	22%	2	7%	1	3%	5	14%	
5.e Disability, Temporary or Permanent, Reasonable Accommodation (extra time on exams, provision of assistive technology, interpreters, or Braille materials including questions on policies, etc. for people with disabilities)	C	0%	6	22%	2	7%	12	33%	5	14%	
5.f											

8 <u>Organizational, Strategic, and Mission Related</u> Questions, concerns, issues or inquiries that relate to the whole or some part of an organization.

2011- 68.beaiersh ad Managmen 2012

<u>2016</u> <u>2016</u> <u>2015</u> <u>2015</u> <u>2014</u> <u>2014</u> <u>2013</u> <u>2013</u> <u>2012</u>

8.j Interdepartment, Interorganization													
Work, Territory (disputes about which													
department/organization should be													
doing what/taking the lead) 099 6(a%e	Wn BT	/CS63	1.n)-72	0.73 3 56 0 () CID(663.)	457tr							
		8	8%		7	7%	2	6%	4	13%	0	0%	

8.k Other (any organizational issue not described by the above categories)

