

CONTENTS

1	Introduction: The Office of the European Ombudsman in Its Third Decade of Operation	1
2	The Institutional and Constitutional Position of the European Ombudsman	13
3	The Link Between the Role of the European Ombudsman and Democracy	57
4	Exploring the European Ombudsman's Method: Analysis of Cases	85
5	A Case-Study: Inquiries on Transparency and Access to Documents	145
6	Revisiting the Mandate and Practice of the European Ombudsman	185