Contents

1	Ombudsmen and Informal Justice	1
Pa	rt I Setting the Scene	
2	Europe's Justice Systems	11
3	Models of Ombudsmen	29
4	Procedural Justice and Legal Consciousness: Questions of Theory and Method	53
Pa	rt II Empirical Discoveries	
5	Expectations and Perceptions of Ombudsmen in a Cross-National Comparison	73
6	Everyday Assumptions about Ombudsmen	95
Pa	rt III The Future of Informal Justice Systems	
7	A European Informal Justice System?	119
8	Growing Informal Justice (from the Inside-Out)	139
		хi

xii	Contents	
9	Conclusion: Paths for Theory and Research	155
An	nex	161
Bil	bliography	169
Inc	dex	185