

The European Ombudsman works as one of the institutionalized mechanisms of complaining within the EU. The thesis deals with certain aspects of an inherent duality of this institution in three different levels. First, the throughout narrative motive of ombudsman as a „potent patron of weak individuals“ is being analysed. The element of an intense protection seems to be in contrast with throughout limited means ombudsman usually disposes of. Second, we might view an assertion of ombudsmen into the continental legal system as kind of a comeback of a long past system of equity - „natural equity“ so that we see it as a meet of certain element of an Anglo-Saxon legal system with the continental one. The formal system of codified law comes to its limits with the dynamic development of western societies; the ombudsman should serve as kind of „safety-fuse“ against its imperfections. Last but not least, the institution of the European Ombudsman was proposed to approximate the european administration to the citizens of Europe. The interference of such a „promotional“ role with the „control“ one works in favor of a potential role-conflict, which has to be ward off by ombudsman day by day. In the last section we show how the institution deals with such conditions.