Competence of the Inspector General's Office

The Inspector General shall undertake an investigation when there is reason to believe that a staff member has engaged in misconduct.

Misconduct includes but is not limited to:

- Sexual harassment
- Sexual exploitation and abuse
- ♦ Fraud
- Work place harassment and abuse of authority
- ♦ Theft
- Assault or threats
- Misrepresentation or false certification with regard to UN claims or benefits
- Misuse of UNHCR assets, including office equipment, files, vehicles
- Breach of confidentiality
- Abuse of UN privileges and immunities
- Acts or behaviour that would discredit the UN
- ♦ Non compliance with local laws

Where to report allegations of misconduct

E-mail: inspector@unhcr.org

Confidential fax:

+41-22-739-7380

Mailing address:

Inspector General's office,

UNHCR,

Case postale 2500,

CH-1211 Geneva 2 Depot

Telephone hotline

+41-22-739-8844

How to report misconduct and what to expect

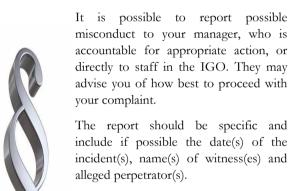






Reporting misconduct

If you believe that you have information about the possible misconduct of a UNHCR staff member, it must be reported.



The IGO welcomes any indication of whether supporting evidence is available or might be available.

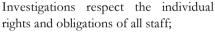
Once a complaint has been received by the Intake Unit of the IGO's Investigation Service, the complainant will receive an acknowledgement of receipt of complaint within five working days;



The Investigation Process

If you report misconduct and an investigation is considered necessary, you will receive information in this regard, including a case registration number for further reference if necessary.

The IGO will investigate to determine whether the facts support a finding of misconduct;



Investigations are conducted with strict regard for fairness, impartiality, the presumption of innocence and due process;

If the investigation concludes that there is sufficient evidence to substantiate misconduct, a report is sent to DHRM;

The decision to institute disciplinary proceedings rests with the Director of DHRM;

If the investigation concludes that the allegation of misconduct is unfounded or unsubstantiated, the case is closed and the staff member will receive a clearance letter;

The investigation normally takes six months but can, depending on the nature of the investigation, occasionally be a lengthy procedure.

Important points to remember

- All staff have a duty to report instances of misconduct coming to their notice
- An investigation is a fact-finding exercise and not a punitive undertaking
- ♦ The procedure is confidential and due process will be respected at all times
- The complainant is not updated on the investigation and will not be informed of the outcome of the investigation (with a few exceptions related to the nature of the complaint)

Reference documents of special interest:

- ◆ IOM-009/FOM-010 2012 of 7 February 2012 on "The role, functions and modus operandi of the Inspector General's Office".
- Brochure "Addressing Grievances in UNHCR -Where to go for help".
- ◆ IOM/FOM 29/2005: UNHCR's Policy on Harassment, Sexual Harassment and Abuse of Authority.
- ◆ IOM/FOM 34/2009 on the new administration of Justice system.