
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.

It is possible to report possible misconduct to your manager, who is accountable for appropriate action, or directly to staff in the IGO. They may advise you of how best to proceed with your complaint.

The report should be specific and include if possible the date(s) of the incident(s), name(s) of witness(es) and alleged perpetrator(s).

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 respect the individual rights and obligations of all staff;

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.