

The IGO process

Allegation received by the IGO

Assessment of the allegation to determine one of the following course of actions

Referral to another UNHCR Work Unit, NGO, Representation

Closure if the allegations are manifestly unfounded

Investigation (analysis of documents, interviews, mission...)

Closure if allegations unfounded or unsubstantiated

Investigation Report

DHRM initiates disciplinary action where appropriate

Anyone having concerns or suspicions about possible misconduct by a UNHCR staff member (or anyone with a contractual link to UNHCR), regardless of their position, should report such concerns directly to UNHCR's Inspector General's Office (IGO).

Contact details

The IGO keeps the information it receives confidential

The IGO's contact details are as follows:

Email
inspector@unhcr.org

Website
www.unhcr.org/php/complaints.php

IGO Hotline
+41 22 739 8844

Fax
+41 22 739 7380

You can also report your concerns directly to an IGO staff member.



How to report misconduct

What you need to know about reporting possible misconduct by UNHCR or partner agency staff.



What is misconduct?

All UNHCR staff members are bound by the **United Nations Staff Rules and Regulations**.

Misconduct is defined as the failure by a staff member to abide by these rules and regulations.

Misconduct can be classified into various types; examples are listed below:

- *Embezzlement and procurement fraud*
- *Financial negligence resulting in substantial losses*
- *Sexual exploitation and abuse*
- *Harassment (including mobbing)*
- *Assault, threats or retaliation*
- *Unlawful acts (e.g. theft or fraud) on or off UN premises*
- *Misrepresentation or false certification relating to a claim or benefit*
- *Misuse of the Organisation's equipment or assets*
- *Abuse of authority*
- *Non-compliance with local laws or the staff's personal legal obligations.*

IGO Investigations are administrative investigations. IGO investigators are not police officers conducting criminal investigations.

What is the role of the IGO?

In UNHCR, the Inspector General's Office (IGO) has the authority to investigate staff misconduct.

An investigation is a fact finding exercise. The IGO's objective is to gather facts and relevant evidence to support or refute an allegation of staff misconduct.

Four important principles guide the IGO's work during investigations:

- *Presumption of innocence*
- *Independence*
- *Impartiality, and*
- *Confidentiality*

How does the IGO maintain confidentiality?

All IGO investigations are confidential. Information about a case will only be disclosed on a strict need-to-know basis. The IGO will not reveal the identity of the person who reported misconduct, except in cases of sexual harassment, harassment and certain cases of abuse of authority so as to allow the subject of the investigation to defend himself/herself against the allegations of misconduct.

The complainant as well as any witnesses who are contacted by the IGO must keep the matter confidential.

What to report to the IGO

What happened?

Describe in detail what you know about the incident(s).

Who committed the alleged wrongdoing?

Do you know if anyone else was involved?
(Provide full names, titles and organization, if possible).

When and Where did the incident(s) occur?

Indicate dates and times, if available.

Do not take any steps to investigate an allegation without IGO approval, as this would likely compromise the integrity of the investigation.

What happens when the IGO receives a complaint?

When the IGO receives a complaint, it may contact the complainant and collect information to determine if an investigation should be opened.

The complainant will be informed if an investigation is opened but he/she and other investigation participants will not be updated on the investigation and will not be informed of its outcome (with exceptions depending on the nature of the complaint).