

## The process

### Receipt of Allegation

Investigation undertaken by a member of the ISR

Closure if allegations unfounded or unsubstantiated

Investigation Report

Closure report submitted by roster member to partner who shares a copy, or summary thereof, with the IGO.

Investigation Report submitted by roster member to partner who shares it, or summary thereof, with the IGO. For investigations funded by the IGO, the latter will receive a full copy from the investigator.

The IGO is to be informed of disciplinary action taken and recovery of funds/assets.

## What to do if you suspect misconduct by staff of UNHCR's implementing partners?

Anyone having concerns or suspicions about possible misconduct by staff of any of UNHCR's partners, regardless of their position, should report such concerns to:

1. The Headquarters of the NGO partner;
2. UNHCR's Office of the Inspector General (IGO):

Email: [inspector@unhcr.org](mailto:inspector@unhcr.org)

Fax: +41 22 739 7380

Tel.: +41 22 739 8844

Mail: The Inspector General's Office (IGO)  
UNHCR

94, rue de Montbrillant  
1202 Geneva / Switzerland

When there is a need for an external investigator from the NGO-ISR, the NGO-ISR Management should be contacted:

E-mail: [info@ngo-isr.org](mailto:info@ngo-isr.org)

Website: [ngo-isr.org](http://ngo-isr.org)

**Note: Allegations of misconduct of UNHCR staff members continue to be addressed solely to UNHCR's Inspector General's Office.**

# The NGO Investigation Specialist Roster

## (NGO-ISR)

**An initiative aimed at strengthening UNHCR - NGO cooperation in investigations**

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## Background and Aim of the

### NGO- ISR

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With more than 947 partners around the world, UNHCR, through its Investigation Service in the Inspector General's Office (IGO) is committed to further develop the investigatory capacity of its partners.

In December 2014, after signature of a partnership agreement with the Danish Refugee Council (DRC), the NGO-ISR was officially activated. It is administered on behalf of UNHCR and its NGO partners by the DRC.

The aims of the NGO-ISR are to strengthen UNHCR/NGO cooperation in 3<sup>rd</sup> party investigations as well as the accountability and quality of the performance of UNHCR's partners.

It is also predicted that the NGO-ISR will serve to reduce incidents of abuse of persons of concern, and will ensure more efficient use of financial, physical and human resources.

The ability and will to investigate and discipline misconduct is a key to the credibility of humanitarian action in general, and to the reduction of misconduct in particular.

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## Who can use the NGO-ISR and for what purpose

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The NGO-ISR is available to UNHCR's NGO partners to ensure that allegations of misconduct of NGO staff, notably in cases such as sexual exploitation and abuse, fraud, corruption, programme management, procurement, etc., are expeditiously pursued, and the necessary investigations carried out.

Exceptionally, the IGO may also request the deployment of a roster member to investigate allegations of misconduct of UNHCR staff. In such cases, the IGO will be fully responsible for all aspects of the investigation, including administrative arrangements.

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### Composition of the NGO-ISR

The NGO-ISR is composed of up to 15 persons with substantial and specialized investigative background and experience, as well as language skills in English, French and Arabic. Roster members are available on short notice to undertake investigations.

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## What to report

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**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.

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### Financial and Administrative arrangements

The requesting partner is normally expected to cover the costs of the investigation. However, for NGOs that are not in a position to fund these costs, the IGO may cover them.

For investigations financed by the IGO, the latter will be responsible for all administrative arrangements. For investigations financed by NGOs, the latter will be responsible for all administrative arrangements.

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