

**INVESTIGATION RESOURCE MANUAL/GUIDE
FOR UNHCR and NGO PARTNERS
TABLE OF CONTENTS
(October 2013)**

I. LEGAL ASPECTS AND BASIC STANDARDS OF CONDUCT

I.1. UNHCR Code of Conduct and explanatory notes

Examples of some good NGO Codes of Conduct:

- I.2. Danish Refugee Council, Code of Conduct
- I.3. Danish Refugee Council, Code of Conduct Reporting Procedure
- I.4. Norwegian Refugee Council, Code of Conduct and explanatory notes
- I.5. Save the Children Code of Ethics and Business Conduct
- I.6. LWF Code of Conduct
- I.7. People in Aid Policy Guide and Template – sample Code of Conduct
- I.8. NGO Checklist for Developing or Revising Codes of Conduct (HAP)

II. ACCOUNTABILITY AND COMPLAINTS GUIDELINES

- II.1. IASC Model Complaints and Investigation Procedures and Guidance Related to Sexual Abuse and Sexual Exploitation

Examples of some good NGO Complaints Guidelines:

- II.3. LWF/DWS Complaints Mechanism Policy and Procedures
- II.4. IMC Complaints Procedures Manual
- II.5. Guidelines on Setting up a CBCM on SEA
- II.6. HAP Literature Review on Complaints
- II.7. HAP Complaints Policy
- II.8. HAP Complaints Referral Form
- II.9. Ethics Point
- II.10. Danish Refugee Council – Accountability Framework for International Programming
- II.11 UNHCR Tool for Participatory Assessment in Operations**
- II.12. IASC CBCM Compendium of Practices Abridged

III. INVESTIGATION GUIDELINES

Principal Investigation Guidelines:

- III.1. ***UNHCR Investigation Guidelines (possibly in adapted form)***
- III.2. OIOS Investigation Manual
- III.3. Uniform Guidelines for Investigations (10th Conference of International Investigators)
- III.4. ICVA Building Safer Organisations (BSO) Guidelines – Receiving and Investigating Allegations of Abuse and Exploitation by Humanitarian Workers

UNHCR templates:

- III.5. ***Oath of Confidentiality***
- III.6. ***Investigation Plan***
- III.7. ***Subject Notice of Investigation***
- III.8. ***Witness Notice of Interview***
- III.9. ***Record of Interview***
- III.10. ***Record of Conversation (for interviews of non-UNHCR staff)***
- III.11. ***Chain of Custody Form***
- III.12. ***Exhibit Receipt Form***
- III.13. ***Confidentiality clause for emails***

NGO templates:

- III.14. HAP Complaints Referral Form

UNHCR SOPs, Standard Clause, and ToR:

- III.15. ***Standard Clause for UNHCR partners on Investigation and Ethical Considerations (when finalized)***
- III.16. ***ANNEX to UNHCR Standard Clause on Standards of Managing Misconduct (when finalized)***
- III.17. ***SOP: referral of cases (and model referral form)***
- III.18. ***SOP: sharing of sensitive materials and case information***
- III.19. ***ToR for joint UNHCR-NGO investigation***
- III.20. ***ToR for individual consultant for a UNHCR (or NGO) investigation***

Examples of some good NGO Investigation Guidelines:

- III.21. LWF/DWS Investigation Guidelines
- III.22. Save the Children Investigation Toolkit

IV. SPECIFIC RESOURCES RELATED TO INVESTIGATION AND COMPLAINTS

Information on an investigator roster or pool of experts (to follow)

Sample policies and guidelines on:

- **SEA and SGBV**

- IV.1. UN Secretary-General's Bulletin: Special measures for protection from sexual exploitation and sexual abuse
- IV.2. Implementation Guidelines for the Field on the Secretary-General's Bulletin
- IV.3. *UNHCR: Action against Sexual and Gender-based violence: An Updated Strategy***
- IV.4. *UNHCR: SGBV against Refugees, Returnees and IDPs – Guidelines***
- IV.5. Handbook for Coordinating Gender-based Violence Interventions in Humanitarian Settings, Global Protection Cluster
- IV.6. Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and non-UN Personnel
- IV.7. IASC Global Review of Protection from SEA by UN, NGO, IOM and IFRC Personnel
- IV.8. IASC Guidelines for GBV Interventions in Humanitarian Settings
- IV.9. IASC Guidelines to implement the Minimum Operating Standards for Protection from Sexual Exploitation and Abuse by UN and non-UN Personnel
- IV.10. Minimum Operating Standards - Protection from Sexual Exploitation and Abuse by own Personnel (MOS-PSEA)
- IV.11. Protection from Sexual Exploitation and Abuse – Compendium of Practices on Community-based Complaints Mechanisms – Abridged Version (IASC PSEA Task Force)
- IV.12. *UNHCR/IOM/FOM: UNHCR's Policy on Harassment, Sexual Harassment and Abuse of Authority***

- **Fraud and Corruption**

- IV.13. *UNHCR/IOM/FOM: UNHCR Strategic Framework for the prevention of fraud and corruption***
- IV.14. NRC Anti-Corruption Guidelines

- **Whistleblowing**

- IV.15. and IV.16. *UNHCR/IOM/FOM: UNHCR's policy on protection of individuals against retaliation (Whistleblower Policy)***
- IV.17. People in Aid Policy Guide and Template – Whistleblowing
- IV.18. ICMC Whistle Blowing Policy and Procedures
- IV.19. IMC Whistleblower Policy

- **Gross negligence**

- IV.20. *UNHCR/IOM/FOM: Financial responsibility of Staff Members for gross negligence***

- **Brochures, forms and pamphlets:**

IV.21. UNHCR: How to report misconduct and what to expect

IV.22. Addressing Grievances in UNHCR: Where to go for help

IV.23. UNHCR: IGO Online Complaint Form

IV.24. UNHCR Ethics Office: A Guide to UNHCR's Financial Disclosure Programme

IV.25. UNHCR confidentiality clause for email messages

IV.26. The IRC Way – brochure

IV.27. Oxfam Public Information Board Notes

V. UNHCR and NGO TRAINING MATERIALS RELATED TO INVESTIGATION AND COMPLAINTS
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V.1. HAP Investigation Training Handbook

V.2. InterAction investigation training materials

V.2.1 InterAction SEA 101

V.2.2 InterAction Management of SEA Investigations

V.2.3 InterAction Course Materials