

The Ombudsperson serves all IOM staff in an independent, impartial, neutral and confidential manner.



Any issue in relation to your employment or staff relations can be addressed to the Ombudsperson.

You can:

- Discuss a problem in complete **confidentiality**;
- Discover **alternatives for resolving a problem** and learn what resources exist, including mediation;
- Increase **your potential and confidence** to deal with issues and concerns;
- Receive assistance in **conflict** resolution.

Contact:

Mr. Rogelio BERNAL
Ombudsperson

**International Organization
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More information can be found on the IOM intranet section for the Office of the Ombudsperson.

**The Office
of the Ombudsperson**
International Organization for Migration
Prevention, conciliation and partnership towards a better working environment

So, how can we help you?

What is an Ombudsperson?

The Ombudsperson (1) works with individuals and groups in an organization to explore and assist them in identifying options to help resolve conflicts, issues or concerns, and (2) brings systemic issues to the attention of the organization for resolution.

What is the role of the IOM Ombudsperson?

The Ombudsperson:

- **actively listens** to your concerns and helps you find a course of action/solution to **resolving** your problem or conflict, or **refers** you to relevant IOM bodies who can assist you;
- provides **informal** assistance by employing **Alternative Dispute Resolution** tools;
- **advocates** for **procedural fairness** and works to **facilitate a solution** acceptable to all parties;
- **does not advocate for any party** within IOM or for the organization, **does not adjudicate**, and **does not make any decision for you** that can lead to an outcome;
- **does not disclose information** given to him/her, nor your identity, without your explicit permission;
- The Ombudsperson is here to *help you help yourself*, the entire process is driven by you. **Together** we can find the **best outcomes** to any issue!

Ombudsperson Principles

The work of the IOM Ombudsperson is governed by the following International Ombudsman Association code of ethics:

Independence:

The Ombudsperson is independent in structure, function, and appearance to the highest degree possible within the organization.

Neutrality & Impartiality:

The Ombudsperson, as a designated neutral, remains unaligned and impartial. The Ombudsperson does not engage in any situation which could create a conflict of interest.

Confidentiality:

The Ombudsperson holds all communications with those seeking assistance in strict confidence, and does not disclose confidential communications unless given permission to do so. The only exception to this privilege of confidentiality is where there appears to be imminent risk of serious harm.

Informality:

The Ombudsperson, as an informal resource, does not participate in any formal adjudicative or administrative procedure related to concerns brought to his/her attention.

Jurisdiction of the IOM Ombudsperson

The Ombudsperson has jurisdiction over complaints concerning:

- Decisions, actions, omissions, or inactions by IOM/management/supervisors towards staff members;
- Conflicts between all IOM employees;
- Issues arising from IOM policies naming the Office of the Ombudsperson as a resource.

The Ombudsperson does not have jurisdiction over issues when the complaints:

- Affect a person other than the complainant and the complainant is not sufficiently interested;
- Are abusive or not made in good faith;
- Are abandoned or withdrawn in writing by the complainant;
- Do not require further assistance from the Ombudsperson;
- Are reviewed in formal grievance processes.

In Summary:

The Ombudsperson does not give legal advice, is not a substitute to formal justice channels, and does not conduct formal investigations.