

What we do not do

An Ombudsman cannot:

- » Receive reports on behalf of the organization (not an office of notice)
- » Take any managerial decisions
- » Make policy
- » Address concerns other than those that are work-related
- » Be an advocate for any of the parties in the dispute
- » Formally investigate

Staff voices

"Your advice to me at that time was priceless, just to stay cool and focus on my work. Thank you for that."

"Je tiens à vous remercier infiniment pour la promptitude avec laquelle vous avez réagi à cette demande. Tout échange de correspondance vous sera transmis, pour vous permettre de mieux comprendre ma situation. Merci infiniment de votre appui."

"Estoy muy contenta que gracias a su mediación lograremos uno, ser felices en nuestro trabajo y dos, estar dispuestos a 'walk the extra mile!'"

Contact us

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For more information, please visit:

www.fpombudsman.org



Please note: Contacting our Office does not automatically extend the deadline for requesting a management evaluation of an administrative decision or the filing of an application with the United Nations Dispute Tribunal. For more information on filing deadlines visit <http://www.un.org/en/oaj/>



Working together to find solutions

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Office of the Ombudsman for United Nations Funds and Programmes



Do you have a
conflict at work?

Contact us!

We can help you

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Our mandate

The Office of the Ombudsman for United Nations Funds and programmes provides assistance to help find informal solutions to workplace concerns for all UNDP, UNFPA, UNICEF, UNOPS and UN-Women contract holders.



When you present your concern, we can help you to:

- » Identify alternatives
- » Untangle a complicated situation
- » Provide information or clarification on policies and procedures
- » Facilitate a discussion
- » Research pertinent facts
- » Mediate a dispute
- » Refer you to another focal point within the organization

This may involve—with your explicit agreement—discussions with human resources personnel, your supervisor(s) or senior administrators.

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What we can do for you

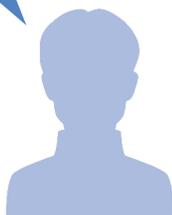
You can contact us for help on any work-related problem at any stage where a perspective outside of formal channels would be helpful.

Issues brought to our attention include:

- » Interpersonal conflicts or differences
- » Unfair treatment
- » Unfair termination/contractual issues
- » Retaliation for raising an issue
- » Harassment
- » Discrimination
- » Abuse of authority
- » Non-placement
- » Entitlement
- » Supervisory issues
- » Other concerns in the workplace

My supervisor never gave me feedback during the year and I just found out that my performance was evaluated poorly. I feel uncomfortable talking to my supervisor. **What can I do?**

I have a conflict with my colleague and I need guidance on how to address the issue with him. **Can you help?**



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Our principles

Confidentiality

We take all precautions necessary to protect the identity of the contract holder while working on a case; however, especially in complicated cases, it is sometimes necessary to engage all parties in an attempt to work together towards a solution. In these instances, the Ombudsman will explore with you how best to move forward when it does not appear feasible to maintain anonymity. In examining options, the Ombudsman will present them in as objective a manner as possible. In any event, the Ombudsman would never mention your name without your approval.

Impartiality and neutrality

An Ombudsman cannot become an advocate to any party in a dispute and is also not in a position to find fault but rather to ensure that due process is followed. If the Ombudsman finds that justice has not prevailed in a given case, he/she would make a recommendation to management. An Ombudsman does not implement a decision and is not a policymaker, but rather strives to find a fair resolution to a dispute brought to his/her attention.

Independence

The Office of the Ombudsman is independent in structure and function from other organizational entities and officials. The Ombudsman gives an account of the work of the Office to the organizations through the annual report. The Ombudsman also holds informal meetings with the Executive Heads of the organizations.

Informality

The Ombudsman does not participate in any formal adjudicative or administrative procedure of the Funds and Programmes relating to workplace disputes or concerns.

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