Office of the
Ombudsman
for UNDP, UNFPA, UNICEF, UNOPS & UN Women

Our Commitment to You

Safe & Respectful Space

We provide a supportive, judgment-free space where all visitors are treated with dignity and respect.

Confidentiality

Your identity and everything you share with us remains strictly confidential. Confidentiality may be waved with your explicit permission, or in the rare circumstance where there is an imminent risk of serious harm. We also do not provide information related to our engagement with you as evidence in formal processes.

Impartial & Neutral Perspective

We do not take sides. We do not advocate for any party or outcome; instead, we support fair process and help explore options.

Voluntary & Informal

Your participation is entirely voluntary. Our process is informal and does not replace or initiate formal procedures unless you choose to pursue them. Speaking with us does not preclude any formal procedures.

Transparency About Our Role

We will always explain what the Ombuds Office can and cannot do, ensuring you understand what to expect.

Professional Standards of Practice

We apply the Standards of Practice adopted by the Network of UN Ombudsman and Mediators.

UNDP UNFPA unicef UNOPS UN WOMEN