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.

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

Contact:
Mr. Rogelio BERNAL
Ombudsperson

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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- Are abandoned or withdrawn in writing by the complainant;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.