

UNHCR Israel Complaints Procedure

UNHCR provides protection and assistance to refugees, asylum-seekers and other persons of concern in an impartial manner on the basis of their needs, irrespective of their race, religion, political opinion, age, or gender. UNHCR's capacity to ensure the protection of refugees and other persons of concern depends on the ability of its staff, contractors and implementing partners to uphold and promote the highest standards of ethical and professional conduct.

The UNHCR complaints procedure allows individual asylum-seekers or refugees who believe they have been the victims of serious misconduct by UNHCR staff, its contractors or partners to bring information about the allegedly wrongful behaviour to the management of UNHCR Israel. Complainants will receive a preliminary response within 30 days. Individuals wishing to lodge a complaint should use the form on the reverse to report their grievance.

Be aware that

- The UNHCR complaints system addresses instances of serious misconduct where the allegedly responsible party was a staff member of UNHCR or its implementing partner.
- Complaints must have an author. Anonymous complaints cannot be investigated.
- In all cases, complaints must be brought within three months of the time of the alleged wrongdoing.
- Reporting through the complaints procedure will not in any way prejudice or positively influence any decisions regarding assistance or services to which you would otherwise be entitled.
- Complaints which are determined to be unfounded or malicious may lead to prosecution by Israeli authorities.
- UNHCR will ensure the confidentiality of the complaints process. Only those individuals whose involvement in the resolution of the complaint is necessary will be informed of the content of the complaint.

Filing a complaint

- To initiate a complaint, please fill out the form on the reverse side of this page as completely as possible. After completing the form, please put it in a sealed envelope marked "CONFIDENTIAL" and addressed to the "ATTENTION: UNHCR REPRESENTATIVE". The form may be mailed to the UNHCR Israel office, P.O.Box 52594, Tel Aviv 6713208, or sent by confidential e-mail to ISRTEReport@unhcr.org. You may also place your envelope in the Complaints Box at UNHCR premises (reception room on second floor) – 119 Hahashmonaim Street, Tel Aviv.
- If your complaint is accepted for consideration through the complaints procedure, you will be notified within 30 days of the receipt of your complaint. You will also be advised of the outcome of the complaint following completion of the investigation.



UNHCR ISRAEL COMPLAINTS FORM

Name of complainant

Name:	Asylum-seeker <input type="checkbox"/> Refugee <input type="checkbox"/> Other <input type="checkbox"/>
Address:	Telephone:

Name of person(s) complained about (title, role or a description if name is not known)

Details of complaint

<u>When</u> did the complained about behaviour take place?
<u>Where</u> did the complained about behaviour take place?
<u>What</u> happened? (please attach additional sheets if necessary)

Witnesses (or other persons knowledgeable about the complaint)

Name(s):	Telephone number or other contact information:

Supporting documents (please list and attach any documents supporting your complaint)

I certify that all of the information provided above is true and correct to the best of my knowledge and belief. I am aware that my complaint will be held in strict confidence by UNHCR and that I will be advised of the outcome of my complaint in a timely manner. I am further aware that making allegations against UNHCR staff or partners which I know to be false is a serious offence which may lead to prosecution by Israeli authorities under applicable law.

Place and Date

Signature of Complainant