

Complaint mechanism for asylum-seekers and refugees and other persons covered by the mandate of UNHCR

The UNHCR's primary purpose is to safeguard the rights and well-being of people who have been forced to flee. Together with partners and communities, UNHCR works to ensure that everybody has the right to seek asylum and find safe refuge, it also strives to secure lasting solutions. UNHCR Representation in Poland focuses on advocacy activities with the Government and as such does not provide direct assistance to asylum-seekers and refugees.

If you are not satisfied with the assistance provided by employees of UNHCR Representation in Poland or/and you want to report instances of misconduct, you are encouraged to make a complaint to the UNHCR Poland. Your complaint might be made by phone or in writing, sent via ordinary mail with the information "confidential" at:

UNHCR Representation in Poland

Ul. Przemysłowa 30

00-450 Warszawa

or electronic mail to the following address:

polwacomplain@unhcr.org

Strict confidentiality standards apply to your complaint.

Complaints may be in a language other than Polish or English.

You should provide the following important information:

- What alleged wrongdoing are you reporting?
- Describe in detail what happened.
- Who committed the alleged wrongdoing? Was anyone else involved? Provide full names and titles if possible.
- When and where did it happen? Indicate dates and times, if available.
- How did the individual commit the alleged wrongdoing?
- Why do you believe the activity was improper?

Types of misconduct

The United Nations defines misconduct as “any failure by a staff member to comply with his or her obligations under the Charter of the United Nations, the Staff Regulations and Staff Rules or other administrative issuances, or to observe the standards of conduct expected of an international civil servant.”

Possible misconduct can include:

- Sexual exploitation and abuse.
- Fraud (e.g. falsifying a document).
- Corruption (e.g. taking money from refugees or others).
- Theft and embezzlement (e.g. stealing equipment or money).
- Abuse of authority (e.g. showing favouritism or discrimination).
- Assault upon or threats to others.
- Misuse of UNHCR assets.
- Breach of confidentiality.
- Non-compliance with local laws.
- Conflict of interest.
- Abuse of privileges and immunities.
- Gross negligence.
- Unauthorized outside activities or employment.

Your complaint will be reviewed by an independent team established within the UNHCR Representation in Poland.

