

CHS Alliance

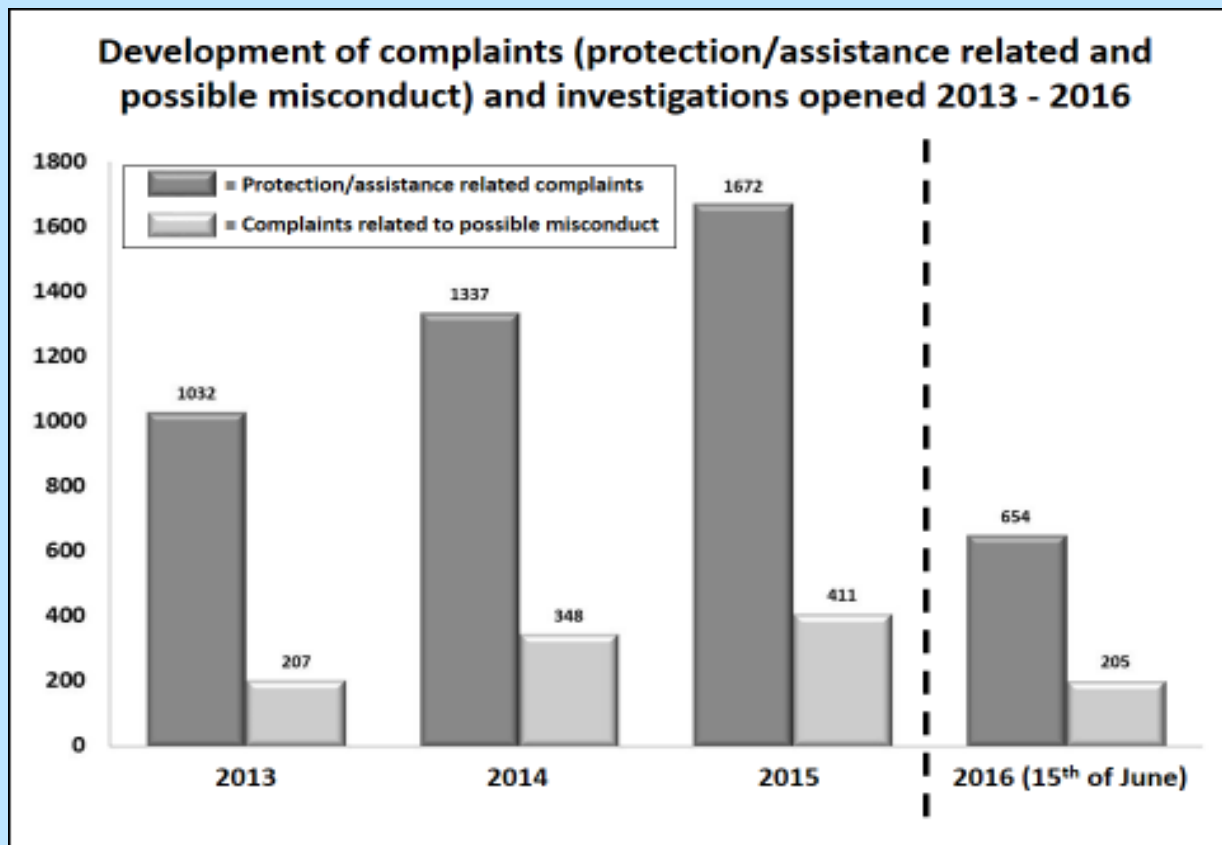
PSEA Conference 2016

Bangkok, 5 September 2016

UNHCR INVESTIGATION SERVICE'S ACTIVITIES IN 2015

- **17 staff, including currently 7 investigators**
- **2,195 complaints received**
- **79 investigation cases opened**
- **102 cases addressed**
 - ❑ **41 investigation reports**
 - ❑ **61 closures reports**

DEVELOPMENT OF REGISTERED PROTECTION/ASSISTANCE RELATED COMPLAINTS



BACKGROUND OF UNHCR / NGO PROJECT

- March 2012 discussions with NGOs to discuss coordination and strengthening investigative cooperation with partners
- More than 1,000 implementing partners, including 900 NGOs
- 40% of UNHCR's operational budget is given to implementing partners for projects
- Accountability and integrity are very important
- Donor pressure
- Limited UNHCR capacity to investigate allegations of staff of implementing partners

ACTIVITIES UNDER THE PROJECT

1. **Standard Clause on Investigation and Ethical Considerations**
2. **Terms of Reference for joint investigations**
3. **Standard Operating Procedures for referral of cases**
4. **Standard Operating Procedures for sharing of material of a sensitive nature and case information**
5. **Regional workshops**

CASE STUDY – EXAMPLE OF A UNHCR/NGO SEA INVESTIGATION

- SEA allegations received implicating several staff working for UNHCR, another AFP and 4 NGOs
- Contextual elements
- Referral of the cases to the Partners

CHALLENGES

- Confidentiality / sharing of information
- Identification of victims and subjects
- Avoid repeating interviews of witnesses
- Evidence and Burden of proof

LESSONS LEARNT

- Importance of the local context
- Collaboration NGOs/UNHCR
- Security concerns for witnesses
- Limits of the investigation

QUESTIONS ?

UNHCR Inspector General's Office

