

Reporting sexual exploitation and abuse and other forms of misconduct

ALL HUMANITARIAN ASSISTANCE IS FREE

**NO PAYMENT
NO FAVOURS
NO SEXUAL EXCHANGE**

IF YOU WITNESS OR EXPERIENCE ANY INAPPROPRIATE BEHAVIOUR BY HUMANITARIAN WORKERS,
YOU CAN REPORT AT

inspector@unhcr.org
rombufeedback@unhcr.org
+40 723 653 651



Sexual exploitation and abuse are gross forms of misconduct and are unacceptable behaviours and prohibited for all United Nations personnel and all affiliated personnel (including staff and volunteers of NGO partner organisations).

Any person working in the refugee response – including UN agencies, humanitarian organizations, and volunteers – is prohibited from:

- **Asking for any kind of favours, including sexual favours, in exchange for services, support, or assistance.**
- **Engaging in sexual activities with people they assist or aim to assist.**
- **All sexual activity with children (anyone under 18 years old).**

Other forms of misconduct include fraud (e.g. falsifying a document to obtain a benefit), corruption (e.g. taking money from refugees or others), and theft and embezzlement (e.g. stealing equipment or money).

Anyone concerned by potential misconduct is encouraged to report it.

Report suspected sexual exploitation and abuse & other forms of misconduct

You have the right to complain about and to report any inappropriate behaviour, exploitation or abuse by a humanitarian worker including any staff member of or anyone affiliated with UNHCR or a partner organisation. If you are aware of, or have concerns or suspicions about, a possible case of sexual exploitation and abuse or other forms of misconduct please report to:

UNHCR Romania:

- **Email:**
- **Hotline:** +40 723 653 651 (this number is also available for WhatsApp and Telegram)
- **UNHCR Romania Online Feedback and Reporting Form:** <https://enketo.unhcr.org/x/ZgRe2M4F> or scan the below QR Code:



Or

The Inspector General's Office (IGO) at UNHCR Headquarters:

- **Email:**
- **IGO Online Complaint Form:** <https://www.unhcr.org/igo-complaints.html>
- **Mail:** UNHCR, 94 Rue de Montbrillant, 1202 Geneva, Switzerland

Please provide the following information, if possible, when reporting misconduct:

- **What** alleged wrongdoing are you reporting? Describe what happened, including as many details as possible that you know.
- **Who** committed the alleged wrongdoing? Do you know if anyone else was involved? Provide full names, titles and organization, if possible.
- **When** and **where** did the incident(s) happen? Indicate date(s) and time(s), if available.
- **How** did the individual commit the alleged wrongdoing?
- **Why** do you believe the activity was improper?

Your report will be treated with discretion and be kept strictly confidential (your name and personal information will not be shared with anyone or any organization without your consent).

Investigations into allegations of misconduct concerning UNHCR personnel are conducted by UNHCR's Inspector General's Office.

Reporting a concern, suspicious or an incident of Sexual Exploitation and Abuse (or other form of misconduct) by a person working in the refugee response to UNHCR or to any other humanitarian organisation **does not affect your rights nor your access to humanitarian assistance.**

If you have been a victim of sexual exploitation and abuse you have the right to access safety, protection, psychosocial, medical and legal support, and any other relevant service.

YOU SHOULD KNOW...



ALL HELP IS FREE

- All assistance from aid groups is free of charge for everyone
- Anyone providing help may never demand money or favors, including sexual favors, in return

YOU HAVE THE RIGHT TO BE PROTECTED AND SEEK HELP

- Your safety is our priority
- We will support you in getting the help you need



WE WILL LISTEN TO YOU, AND WE WILL KEEP IT PRIVATE

- You will not be blamed for what happened
- Reporting will never keep you from getting the help you need



We are here to support you, no matter your worry. To report and seek help you can talk to a staff member or find another helper you feel comfortable talking to. Reporting can also be done privately to:



UNHCR Helpline +40 723653651 or
send an e-mail to rombufeedback@unhcr.org

