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**Introduction to
Complaint Procedure
at UNHCR Branch Office Islamabad**

Information Sheet

***You do not have to pay for any of our services
as
UNHCR does not charge any fee for its services or the services of
its implementing partners (organizations which work for UNHCR that
is, SHARP, SAVERA and SACH).***

***Any request by any individual or any organization for monetary
compensation or other favours from refugees/asylum seekers
should be immediately reported through complaint procedure to
UNHCR and will be examined by UNHCR.***

Complaint Procedure

The complaint procedure helps a refugee/s and/or an asylum seeker/s in making a complaint to UNHCR about the services provided at UNHCR and / or services provided at a UNHCR implementing partner (SHARP, SAVERA and SACH).

What is the Purpose of Making a Complaint?

The purpose of a complaint is to address cases of misconduct by UNHCR staff or a UNHCR implementing partner. It ensures that problems with UNHCR services and procedures are identified and effectively dealt with.

What is the complaint procedure?

- The complaint procedures should be used to report misconduct (behaviour in violation of law or rule) by UNHCR staff, security guards and UNHCR implementing partners' staff.

- It can also be used for reporting the denial of access to the UNHCR Office or refugee status determination procedure, or procedural unfairness, including complaints about the quality, availability or conduct of interpreters.

What is it not?

- The complaint procedure is not a refugee status determination procedure or an appeal procedure. It should not be used to request a review of the correctness of the refugee status determination decision.

How to make a complaint?

Complaint Form

- An individual wishing to submit a complaint will find a **Complaint Form** available near the complaint box, clearly marked and placed at UNHCR refugee gate.
- After completing the complaint form, it can be dropped in the complaint box.
- All complaints will be received and reviewed by UNHCR, whether or not they are submitted in the requested format.
- The complaint form can be completed in English or any other language.
- Individuals submitting a complaint must identify themselves (by name or file number, and contact details) on the complaints. UNHCR is not able to effectively investigate or follow up unidentified complaints.
- Individuals submitting a complaint must provide relevant and detailed information about the substance of the complaint (facts, harm suffered, persons involved, requests, favours or services provided by UNHCR staff or the staff of its implementing partners).

Information required to be included in all the Complaints

In order to ensure that UNHCR has sufficient information before it to determine to accept the complaint and to take proper action on it the following information should be clearly included.

- The name and File No. of the complainant and, if different, the author of the complaint;
- The nationality of both the complainant (and if different the author) of the complaint;

- A detailed fact statement, including all available evidence (like documents and witnesses). Also please provide relevant and detailed information about the substance of the complaint as above explained;
- The authority or individual against which the complaint is brought e.g. UNHCR staff member or UNHCR implementing partners;
- A contact address of the complainant must be specified;
- The complaint must be signed by the complainant;
- Otherwise, the author must sign the complaint and explain that he is submitting the complaint on behalf of someone else.

Please note that UNHCR takes all complaints seriously. Filing a complaint will not in any way affect the consideration of a complainant's refugee claim, other decisions regarding assistance or services to which he/she would otherwise be entitled.

At the same time, complainants are advised that **unfounded, malicious or fabricated accusations against UNHCR** staff will be reported to UNHCR Headquarters and may result in prosecution (taking legal action in front of the local authorities) in the host country.