WHO CAN YOU CONTACT FOR GUIDANCE AND SUPPORT?

Guidance and support to individuals impacted by abusive conduct are available any time throughout the resolution process and may vary depending on your legal relationship with WHO.

IF YOU ARE IMPACTED BY ABUSIVE CONDUCT, WHO CAN YOU CONTACT FOR GUIDANCE AND SUPPORT?

- **Office of Compliance, Risk Management and Ethics** for
  - Information and advice on resolution mechanisms available and protection against retaliation
  - Referral to internal and external local services specializing in abusive conduct, sexual harassment, violence against women and violence against LGBTIQ+ individuals
  - Confidentially making a report of abusive conduct through the Integrity Hotline (https://www.who.int/about/ethics/integrity-hotline)

- **First or second level manager/supervisor** for
  - Information on where to obtain confidential advice, assistance, and options available
  - Support to address alleged incidents

- **Human Resources** for
  - Information on reporting options and possible interim measures
  - Support and guidance on how to report to, and what to expect from, local authorities

- **The Ombudsman** for
  - Confidential discussion and information on the options available to address possible abusive conduct
  - Mediation/facilitated discussion

- **Security Officer** for
  - Immediate assistance for safety and physical security
  - Documentation of an incident concerning safety and physical security

- **Staff Associations** for
  - Information and advice on reporting options and support and guidance during the process

- **Staff Counsellor/Staff Psychologist** for
  - Psycho-social counselling and recommendations for referral for in-house or external psycho-social counselling

- **Staff Health and Wellbeing Services** for
  - Medical support

If the abusive conduct involves physical violence, you should contact the emergency security services in the duty station and/or police, and seek urgent medical attention.

Where can you find the contact details?
https://intranet.who.int/sites/paac/

World Health Organization