IOM UKRAINE
TRANSPARENCY APPROACH

TRANSPARENCY HOTLINE CONTACTS:

Call/SMS: +38 067 406 6327  E-mail: kievtransparent@iom.int

Please contact us from 10 am till 5 pm on working days

Postal address:

International Organization for Migration (IOM), Mission in Ukraine:
8 Mykhailivska Street, Kyiv, Ukraine, 01001
The IOM Ukraine Transparency Mechanism serves several aims:
- to promote transparency by creating a channel for IOM beneficiaries, partners and subcontractors to submit questions, concerns and complaints;
- to provide a mechanism for IOM beneficiaries, partners and subcontractors to report potential cases of corruption and the abuse of power by staff;
- to serve as a key information source for ongoing improvement of IOM Ukraine’s programmes and services.

The IOM Ukraine Transparency Mechanism serves several aims:
- to promote transparency by creating a channel for IOM beneficiaries, partners and subcontractors to submit questions, concerns and complaints;
- to provide a mechanism for IOM beneficiaries, partners and subcontractors to report potential cases of corruption and the abuse of power by staff;
- to serve as a key information source for ongoing improvement of IOM Ukraine’s programmes and services.

The IOM transparency policy covers queries about:
- the standard of services that IOM Ukraine provides;
- the behaviour of IOM staff;
- general info for vendors, partners and clients.

The IOM transparency policy does not cover:
- matters regarding embassies’ procedures/regulations;
- comments about IOM Ukraine policies;
- matters that have already been fully investigated through this complaints procedure.
STANDARDS OF SERVICE

The following standards serve as a guide for queries handling process:

**CONFIDENTIALITY** IOM treats all queries as confidential to protect clients’ identity.

**OBJECTIVITY** All queries are addressed in a fair, equitable, objective and unbiased manner.

**ACCESSIBILITY** The process of making complaints, expressing concerns and suggestions is explained to IOM beneficiaries, partners and subcontractors through posters located at the IOM’s premises and those of our partners, on IOM Ukraine’s website as well as in printed materials.

**ACCOUNTABILITY** Accountability for handling queries and reporting on the decisions and actions undertaken is secured by logging all complaints into the complaints database.

**RESPONSIVENESS** All queries are taken seriously and processed immediately. In case the query is outside of IOM Ukraine’s area of responsibility, clients are redirected to the most relevant parties. Requesting parties are updated on the progress of their query to the extend possible.

**CLIENT-FOCUSED APPROACH** IOM acknowledges clients’ right to make inquiries, welcomes clients’ feedback, including complaints, and commits itself to deal with all queries in a timely manner.

**EQUAL TREATMENT** All queries received from clients are treated equally without regard to clients’ gender, race, nationality, marital status, sexual orientation, disability, religious or political beliefs, language, etc.

**QUERIES HANDLING FRAMEWORK**

The IOM Ukraine Transparency Mechanism has to ensure all queries are dealt with in a professional and timely manner. When a query is received, every attempt will be made to resolve it as soon as possible. The handling of any kind of feedback, complaint, suggestion and question is a key performance measurement element within the organization, which is regularly monitored by IOM Ukraine’s senior management. The data is reviewed, tracked and analyzed. This approach helps to improve IOM Ukraine’s programmes and services on an ongoing basis.
QUERIES HANDLING PROCESS

**AREA OF RESPONSIBILITY** All queries received through the IOM Ukraine Transparency Mechanism are first assessed to ascertain whether they lie within IOM Ukraine’s area of responsibility. In case the query is outside of IOM Ukraine’s area of responsibility, you will be informed about this and all possible efforts will be made to refer you to the most relevant institution. Should it be in the competence of IOM Ukraine, the query will be directed to the relevant IOM project manager, who will assess the query and determine an appropriate action and response.

**QUESTIONS/SUGGESTIONS** In case you are calling with a question regarding IOM work and service provision, clarification of specific requirements, contact details, appointment, etc., the responsible IOM Ukraine department will get back to you as soon as possible and provide respective consultations or appoint a time for the provision of the relevant service.

**TENDER RESULTS** For queries related to tender results, IOM will inform all bidders of the results of the tender. Please note that the bid evaluation committee bases its decisions on the criteria set forth in the bidding documents.

**COMPLAINTS** In case you are calling to make a complaint about any aspect of the service provision/non-provision in any IOM Ukraine department or the behaviour or decisions of staff, your complaint will be carefully investigated. Upon request and where applicable, we will inform you of the results of the investigation. Please be aware that the source, type and where applicable, details of complaints are not circulated to the staff member against whom the complaint is made.

**ANONYMOUS QUERIES** Your query will be treated as strictly confidential. However, if you decide not to disclose your name, IOM cannot guarantee that we are able to properly follow up.

**SUBMITTING QUERIES** Please provide as many details as possible when making a query. If possible, please indicate your name and place of residence; describe your comment, complaint or question in details (indicate the date when it happened and place, involved IOM staff members). If you have suggestions about how the matter might be resolved, you can discuss these with us.

**LANGUAGES** We try to serve clients in every language we are able to operate. Queries submitted in English, Russian and Ukrainian will be served immediately. If you speak Arabic, French or another language, we will make all efforts to serve you in your native language, e.g. by engaging external translators.