



COMMUNICATIONS

ADOPTION OF THE JIU REPORT

27/23

**RECOMMENDATIONS ON
OMBUDSPERSON SERVICES**

**Geneva
18 October 2023**

To: FICSA full Members

From: Cosimo Melpignano, FICSA General Secretary

Dear colleagues,

During the 76th Council session of earlier this year, the Standing Committee on Staff-Management Relations (SMR) emphasized the significance of the ombudsperson role within the UN system. This crucial function has been recognized at the highest levels, yet it has come to our attention that practices surrounding it may vary, and the availability and promotion of ombudsperson services may not be consistent across different organizations.

In this regard, the FICSA Secretariat would like to draw your attention to the 2015 JIU Report [JIU/REP/2015/6](#), which conducted a comprehensive review of organizational ombudsman services across the United Nations system. This report provided a series of insightful recommendations pertaining to the ombudsperson's role and function, their responsibilities and duties, funding mechanisms, provision of services in the field, as well as matters related to professionalism and accountability.

It is worth highlighting that the JIU Report underlined the collective responsibility of the ombudsperson, management, and staff associations/unions in promoting the essential role played by the organization's ombudsperson. It is in our mutual interest to ensure that this vital resource is fully supported and utilized effectively to address the needs and concerns of our staff members.

With this in mind, and where ombudsman services are yet to be fully implemented, staff representatives are encouraged to discuss adopting these recommendations with their management to enhance and strengthen ombudsperson services within our organizations.

Any update on the subject will be welcomed for sharing with delegates of the upcoming 77th Council (during SMR session) in Bern.

Thank you for your attention, and we look forward to productive discussions and collaborative efforts in the near future.
