



**Food and Agriculture
Organization of the
United Nations**

Welcome to the FAO Ombuds Office



Working for harmony at work

Anyone can come to see the Ombuds. You are welcome to discuss any work related concern you may have, in a completely confidential environment.

Contact the Ombuds if you have a work related issue and would like to:

- ▶ share the issue with a neutral person;
- ▶ have a confidential conversation;
- ▶ explore options on how to address your concerns;
- ▶ explore alternatives to formal redress.





WHAT CAN THE OMBUDS DO FOR YOU?

The Ombuds helps FAO personnel to address their workplace concerns and resolve conflicts through informal means. The Ombuds will listen to your concerns and assist you through:

- ▶ **Conflict coaching** Strengthening your ability and confidence to take the next step.
- ▶ **Shuttle diplomacy** With the consent of both parties, negotiating between the parties to assist in reaching an informal resolution.
- ▶ **Review of options** Helping to develop options to address the issue(s) and assessing the consequences of these options.
- ▶ **Providing information** Sharing guidance and clarification on procedures, rules and practices at FAO.
- ▶ **Referral** Identifying other entities that may be able to provide assistance.
- ▶ **Training** Conducting capacity development exercises.
- ▶ **Outreach** Providing information and presentations to staff and managers

OMBUDS GUIDING PRINCIPLES

Informality. *The Ombuds Office is not an office of record and does not take part in any formal process.*

Neutrality. *The Ombuds does not take sides.*

Impartiality *The Ombuds works to ensure processes are fair.*

Confidentiality. *All communications are private and strictly confidential.*

Independence. *The Ombuds Office is independent of all other offices in FAO and has direct access to the Director-General.*



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CONTACT US

A problem is best addressed early on before it escalates. Contact the Ombuds now if you have any concern you would like to discuss.

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📍 FAO HQ Room B 258/9

All visits are treated as strictly confidential



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