

Who to talk to if you experienced or witnessed abusive conduct?

Informal reporting



Security

For immediate assistance for critical incidence response, contact the **safety and security** division.
Contact: security@itu.int



Mental health and wellbeing support

The **Staff Counsellor** provides strictly confidential psychosocial support to explore best option(s) forward throughout the process and provide emotional support.
Contact: staffcounsellor@itu.int



Your supervisor

Supervisors in ITU have a duty to prevent and address abusive conduct. Reach out to your supervisor for help. Supervisors can have a role in informal resolution or formal reporting.



Mediators

ITU **mediators** can assist in reaching an informal resolution. Contact: mediateurs@itu.int



Medical support

The **medical service** provides medical support. This service is strictly confidential. Contact: medical@itu.int



Ethics Office

If you have questions about the ITU Policy Addressing Harassment, including Sexual Harassment, Abuse of Authority and Discrimination, you can contact the **Ethics Office**, which offers confidential advice on the policy as well as options and resources available.
Contact: EthicsOffice@itu.int or HelplineITU@protonmail.com

Formal reporting



Ethics Office

When informal means are not appropriate or successful, a formal complaint can be filed with the Ethics Office. Anonymous complaints are accepted and should include as many details as possible.
Contact: EthicsOffice@itu.int or HelplineITU@protonmail.com

Formal complaints can also be filed with:
- the ITU Secretary-General
- your supervisor.