

Resources, support services and recourse mechanisms for locally engaged staff

For most issues, your management team should be your first point of contact.

The Office of the Well-Being Ombud and Inspector General (ZID) is also always available to help you navigate the system and explore your options in a confidential manner.

		Terms and conditions of employment or work-related issue	Interpersonal dispute or disagreement	Discrimination	Workplace harassment and violence	Conflict of interest	Breach of the code of conduct misconduct	Breach of the code of conduct wrongdoing	Financial misconduct	Personnel security	Network acceptable use policy	Refusal to work	OHS Compensation claim
Informal mechanisms and guidance		Other advisers (e.g., mentor, manager, HR section, LES committee member, LES private Teams channels, LES WhatsApp group, employee networks)			Workplace Harassment and Prevention Unit (HWPH)	Values and Ethics Unit (HWPE)		Special Investigations and Internal Disclosure (VBZ)		Readiness & Program Manager (RPM) Readiness Manager (RM)	Person at the mission responsible for IT	Occupational Health and Safety Team (OHS Team)	LES pensions and Insurance (HLDP)
		LES communication and engagement officer (HLDS)				Other advisers (e.g., mentor, manager, HR section, LES committee member, LES private Teams channels, LES What's up group, employee networks)		Other advisers (e.g., mentor, manager, HR section, LES committee member, LES private Teams channels, LES What's up group, employee networks)					
		LES Grievances			Investigation	Conflict of interest report	Report on misconduct - Investigation	Disclosure of wrongdoing - Investigation	Investigation	Report to supervisor or RPM/RM	Report to person at the mission responsible for IT	Official refusal to work for dangerous work	Contact HLDP to learn about the compensation methods available to LES
Formal mechanism or investigation	Mechanism	Canadian Human Rights Commission (Canadian citizens or permanent residents)			Notice of occurrence of harassment and violence	Conflict of interest report	Report on misconduct - Investigation	Disclosure of wrongdoing - Investigation	Investigation	Report to supervisor or RPM/RM	Report to person at the mission responsible for IT	Official refusal to work for dangerous work	Contact HLDP to learn about the compensation methods available to LES
	Contact	Supervisor/ Manager / Head of Mission			Workplace Harassment and Prevention Unit (HWPH)	Values and Ethics Unit (HWPE)		Senior Officer for Internal Disclosure (VBZ)	Director, Special Investigations and Internal Disclosure Division (VBZ)	Management team	Person at the mission responsible for IT	Management team	Management team
		Management team						Public Sector Integrity Commissioner				Readiness & Program Manager (RPM) Readiness Manager (RM)	OHS Team
Possible outcome	Corrective measures at an individual level	Requested corrective measures or other measures deemed appropriate	Damages and/or disciplinary process, as appropriate		Remedies for the conflict of interest	Corrective measures at an individual and/or organizational level	Administrative and/or disciplinary process, as appropriate		Revocation of reliability status or security clearance	Administrative and/or disciplinary process, as appropriate	Correction to the exposure the dangerous work	Employee or employer proceed to appeals process of the compensation board decision	
	Requested corrective measures or other measures deemed appropriate		Corrective measures at an individual level	Corrective measures at an organizational level			Corrective measures at an individual and/or organizational level	Corrective measures at an individual and/or organizational level					Recommendations to Management at an organizational level