

Do you have a concern about how The Global Fund grant is being implemented in your country but do not know where to file a complaint?

THE GLOBAL FUND HUMAN RIGHTS COMPLAINTS MECHANISM

If you or your organisation believe you have witnessed or experienced the Global Fund principal, sub- or sub- sub- recipient **IS DOING** any of the following:

1. Discriminating any individual from accessing any health service, including people in detention
2. Does not employ scientifically sound and approved medicines or medical practice
3. Employ methods that constitute torture; or cruel, inhuman, or degrading practice
4. Does not exercise informed consent, confidentiality, and the right to privacy concerning medical testing, treatment, or in rendering any health service
5. Putting anyone under non-medical detention and/or involuntary isolation, unless used as a last resort

YOU or YOUR ORGANISATION can file a complaint with the Office of the Inspector General.

What is the Office of the Inspector General?

The Office of the Inspector General works to ensure that the Global Fund invests the world's money in the most effective way possible in the response to AIDS, TB and malaria. Through audits, investigations, oversight and consultancy work, it makes objective and transparent recommendations to promote good practice, reduce risk and condemn abuse. Established in 2005, the Office of the Inspector General is an independent yet integral part of the Global Fund. It is accountable to the Board through the Audit and Ethics Committee and serves the interest of all Global Fund stakeholders.

HOW TO FILE A COMPLAINT

TELEPHONE (FREE REPORTING SERVICE) +1 704 541 6918

EMAIL ispeakoutnow@theglobalfund.org

ONLINE <https://www.theglobalfund.org/en/oig/report-fraud-and-abuse/>

LETTER Office of the Inspector General,
Global Fund, Chemin de Blandonnet 8
CH-1214, Geneva, Switzerland



Reports of alleged violations should be as specific and as complete as possible, including, for example, the following information:

1. The type of wrongdoing being reported
2. Where and when it took place
3. What happened
4. The name, title and office of everyone involved
5. The name of anyone else who is aware of what happened
6. Why the incident should be investigated
7. Any other relevant information

The identity of the complainant will remain strictly confidential.
Complainants should only be encouraged to share this information if they can do so without putting themselves in danger.

What will the Office of the Inspector General do?

The Office of the Inspector General will respond within 48 hours upon receipt of a complaint. The information in the complaint will be carefully assessed, and whether to conduct an investigation. Investigations may include witness interviews, collecting relevant documentation and other evidence, and discussing activities with partner agencies, where appropriate.

What the Office of the Inspector General can do should a violation be found?

- Consult with partners to solicit recommendations for a specific course of action, and determine the scope of their engagement.
- Arrange for technical assistance to develop a specific course of action and/or help implement the interventions.
- Utilise the country dialogue process.
- Communicate with key populations networks, domestic civil society organisations, national human rights institutions and other partners to gain further information.
- Work with senior Global Fund management and communications to issue a public statement.

VISIT THE OFFICE OF THE INSPECTOR GENERAL WEBSITE: <http://www.ispeakoutnow.org/>

APCASO is a regional civil society network of community-based and non-government organisations on HIV, health, and social justice. APCASO currently hosts the **Asia Pacific Community, Rights, and Gender (APCRG) Platform** to deliver timely and relevant information on CRG interventions in HIV, TB, and malaria programs.

APCASO Focal Points: Australia: Australian Federation of AIDS Organisations (AFAO); Cambodia: HIV/AIDS Coordinating Committee (HACC) and KHANA; China: China HIV/AIDS Information Network (CHAIN); Indonesia: GAYa NUSANTARA and Spiritia Foundation; India: National Coalition of People Living with HIV (NCPI+); Japan: Africa-Japan Forum; Lao PDR: Lao Positive Health Association (LaoPHA); Malaysia: PT Foundation; Philippines: Action for Health Initiatives (ACHIEVE); Pakistan: Association of People Living with HIV (APLHIV); Papua New Guinea: Igat Hope; Sri Lanka: Alliance Lanka; Vietnam: Centre for Supporting Community Development Initiatives (SCDI)