

DFID Department for
International
Development

BIS | Department for Business
Innovation & Skills

**BRINGING A COMPLAINT
UNDER THE OECD
GUIDELINES FOR
MULTINATIONAL
ENTERPRISES**

11 June 2009
(updated on 14 January 2011)

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Note

This document is intended to facilitate presenting details of a complaint in a manner that will assist the UK National Contact Point (NCP)'s initial assessment. This is a checklist of the minimum information that the UK NCP needs to make an initial assessment on whether to accept a complaint or not.

Q1. The identity of the complainant (or the identity of the lead complainant where a number of organisations or persons are involved) including your identity, the contact person, name of the organisation, contact details (including email).

Q2. If you are bringing a complaint on behalf of others (e.g. on behalf of a local union or community), explain your interest in this case and mandate or reason for bringing the complaint.

Q3. The identity and location of the company offices and why you consider this company is relevant to the UK NCP. Provide relevant information on the company' corporate structure and location that you consider will assist the UK NCP in this regard.

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Q4. Provide detailed information on the alleged breaches of the Guidelines and provide relevant information on developments. List the chapter(s) and paragraph(s) in the Guidelines that you consider the company to be breaching.

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Q5. Provide detailed evidence and information that supports the allegations. Official documents, reports, studies, articles, witness statements can all be considered. The UK NCP requires enough information to substantiate what has taken place – anecdotal statements or unsubstantiated allegations are not sufficient.

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Q6. Provide details on dealings that you or co-complainants have had with the company (including details of exchanges) relevant to address the reasons for this complaint.

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Q7. What actions do you consider the company should take to resolve the problem?

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Q8. What is your objective in bringing the case?

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Q9. Are there any additional details that you wish to bring to the attention of the UK NCP and the company?

In addition to ensuring that all the information above has been provided, you should also confirm that:

- a) You are aware that all the information you provide to the UK NCP will be shared with the company. If you wish to make an exception and keep information confidential please provide justification.
- b) You understand that the UK NCP's approach to resolving complaints is in the first instance to facilitate conciliation or mediation between the complainant and the company.

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