

NCPs for OECD Guidelines

Complaint filing checklist

Required Information:

- ☐ **Format:** Complaints can usually be submitted in writing via letter, email or the online form available on some NCP websites. However, some NCPs require a specific format, so be sure to check the NCP's website for any instructions or templates. Complaints and supporting documents can typically be written in your own language, but not all NCPs accept complaints in every language or offer translation. If possible, submit complaints in English or a national language of the NCP receiving the case.
- ☐ **Complainant details:** Your complaint should include the name of each person or organization filing the complaint, contact details for key community representatives, and, if applicable, written authorization for representatives acting on behalf of affected individuals or communities. If you are concerned about reprisals, you can request the NCP withhold your name and contact information from the company.
- ☐ **Company details:** Provide the name of the company, representative or contact person (if known), physical address, email address, telephone number and website. If you are filing more than one complaint against multiple companies, provide information for each company.
- ☐ **Description of harm:** Explain where and when the harm occurred, is occurring or is anticipated to occur, supported by facts and evidence.
- ☐ **Guideline sections:** Identify the sections (and if possible, specific paragraphs) of the OECD Guidelines you believe have not been met. These are listed in the section below.
- ☐ **Criteria for NCP's initial assessment:** There are six criteria that NCPs must consider in their initial assessment. You should address all these criteria in your complaint. These are listed in the section below.
- ☐ **Next steps:** Include your expectations of the NCP's own process.
- ☐ **Good faith:** Include your agreement to engage in good faith. Good faith engagement means genuinely engaging in the process with a view to finding a Guidelines-compatible solution to the issues raised, giving serious consideration to any offer of mediation made by the NCP, responding promptly to the NCP, maintaining confidentiality where appropriate, and refraining from misrepresenting the issues and the process.
- ☐ **Evidence of attempted resolution:** While not mandatory, providing evidence of any attempts to engage with the company to resolve the dispute can strengthen your case.
- ☐ **Confidentiality:** Indicate if you require confidentiality due to fear of reprisals or for other reasons. Clearly describe the risks you face and provide reasons for your request.