

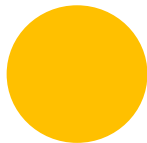
NATIONAL CONTACT POINT COMPLAINTS



Poll

20  **ECD Watch**
YEARS

**How much do you
know about NCP
complaints?**



Not very much

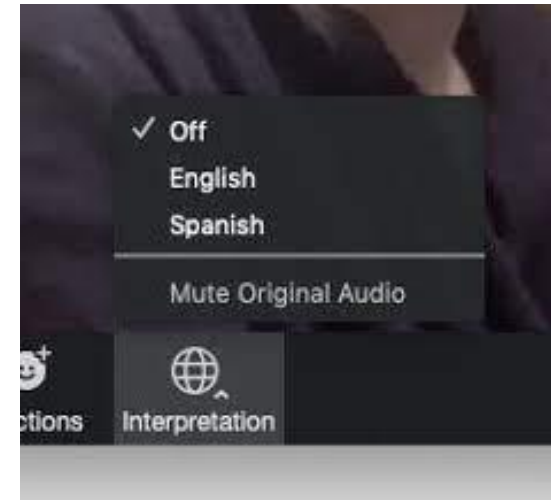


Basic understanding



House rules

- Interpretation available
- Stay on mute when not talking
- The meeting is being recorded



Agenda

1. What is the OECD Watch network
2. Context and purpose of this workshop
3. Introduction to OECD Guidelines and National Contact Points
4. Interventions
5. Discussion: How can they be used as a tool in your work?

About OECD Watch

- **Global network** of 140+ CSOs in 54 countries
- **Official representative of civil society** at the OECD Investment Committee
- Our work: capacity building, research, advocacy



For more information click here

About us

Context and purpose of workshop

Context

- Diverse harms involving companies
- Lack of strong binding laws/ accountability



Purpose

- Learn about the Guidelines/NCP complaints
- Discuss and strategise on how the Guidelines/NCP complaints could be an **additional tool** for your work



What are the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct?

- Recommendations from OECD governments to companies
- Set of non-binding (voluntary) standards for responsible business conduct
- Updated in June 2023

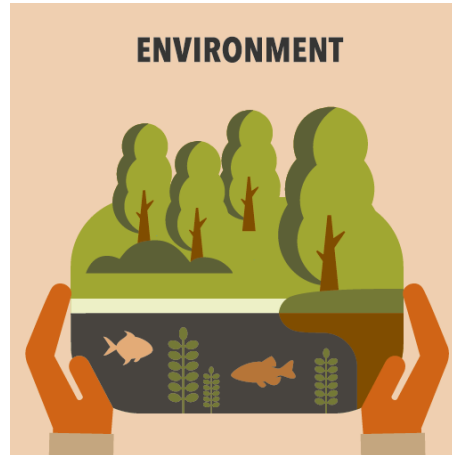
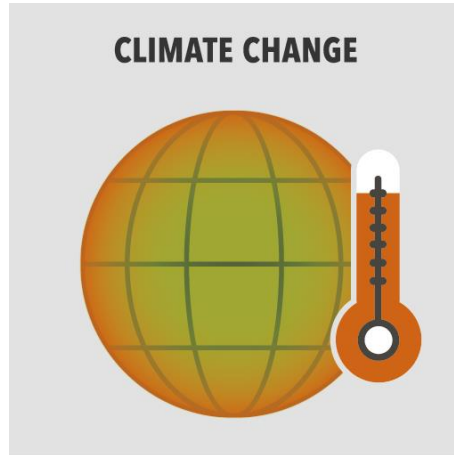
For more information click here

[About the OECD](#)

[The OECD Guidelines](#)



What is in the updated Guidelines text?



For more information click here

[What's in the Guidelines](#)

Strengths & weaknesses

Strengths

- Government backed
- Broad coverage (sectors, issues, countries)
- Whole value chain
- Complaint mechanism
- Associated due diligence guidance

Weaknesses

- Not binding on companies
- States not required to enforce penalties
- Weak implementation (NCPs)

What are National Contact Points?

- Government-backed office that every government following the Guidelines must establish
- Two functions: (1) Promote the Guidelines; (2) Handle complaints against companies alleged not to have met the Guidelines' standards
- Non-judicial complaints, usually handled through mediation aiming to help the parties reach an agreement to address past harms and improve future practice
- Complaint eligibility? Must have a link to an OECD country



Filing complaints: Strengths and weaknesses

Strengths

- Cheaper, faster, less adversarial (compared to litigation)
- Flexible remedy options
- Speak directly to company during mediation

Weaknesses

- Voluntary and non-binding
- Differences in NCPs
- Few agreements
- Remedy not guaranteed

Filing strategic complaints

- Embed in a wider strategy
- Collaborate with other civil society
- Collect evidence about strongest claims
- Consider complaints against multiple companies involved in the harm
- File against companies and to NCPs that best support your wider strategy
- Follow OECD Watch guidance on how to draft a strong complaint

Sometimes an NCP complaint is not the right way forward

For more information click here

[Filing complaints](#)

[NCP evaluations](#)

How to use the Guidelines

20  **ECD Watch**
YEARS



Interventions from speakers



Questions?

Anything unclear?

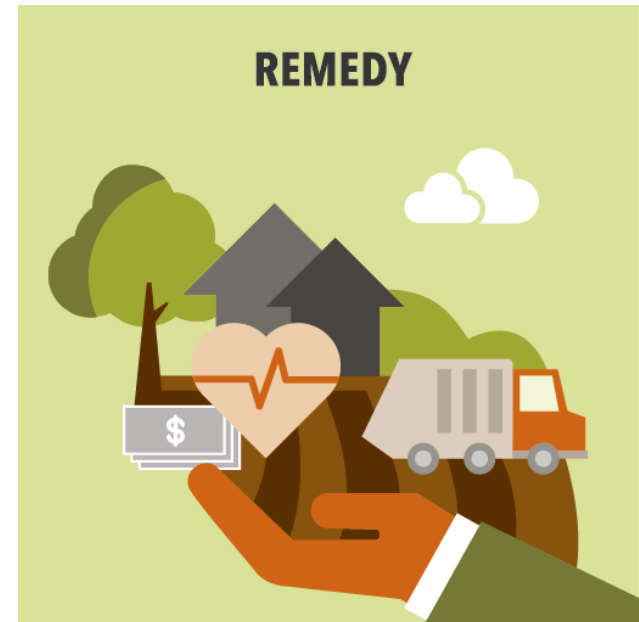
Any issues/concerns?

Can a complaint be helpful for a harm you are facing?

Learn more



About complaints



About remedy

Consider becoming a member of OECD Watch for:

- Connections with other global members
- Access to information on OECD activities
- Opportunities to advise on OECD policy
 - And more...

Contact us

Marian Ingrams: m.ingrams@oecdwatch.org

Katharine Booth: k.booth@oecdwatch.org

Hannah Greep: h.greep@oecdwatch.org

See our website by clicking here

OECD Watch

www.oecdwatch.org

A large, light grey target graphic is located in the bottom right corner of the slide, partially overlapping the website URL.