

FORM FOR SUBMITTING COMPLAINTS

In accordance with the OECD Guidelines for Multinational Enterprises, the National Contact Points (NCPs) are to deal with specific instances. This means to assess complaints and contribute to resolving cases that arise regarding breaches of the Guidelines through dialogue or mediation. Where such dialogue or mediation is not feasible, the NCP is to publish a final statement regarding the specific instance/complaint.

Anyone can submit a complaint to the NCP if they believe that a company has not observed the OECD Guidelines. The Finnish NCP deals with complaints where Finnish companies are involved and relevant issues arise related to foreign companies with operations in Finland.

The NCP needs a written and as specific and precise documentation as possible in order to deal with the complaint. You can assist in this by filling in the complaint form below.

About the complainant

Name(s) of the organisation(s) ¹ filling the complaint	
Registration number	Website
Street address	
Postal address	Post office
Telephone number	Email address

1. Does not have to be an organisation. Can for instance be from a private person. For the sake of simplicity, we have used the term "your organisation". Several organisations can also send in a joint complaint.

Contact person I

Name	
Position	
Telephone number	Email address

Contact person II

Name	
Position	
Telephone number	Email address
Are you complaining on behalf of your own members/or on behalf of others?	
If your organisation is filing a complaint on behalf of others: How would you describe your organisational mandate to represent the allegedly aggrieved party in this case?	
What does your organisation hope to achieve by filing this complaint?	

Co-complainant (if relevant)
Contact person I

Name	
Position	
Telephone number	Email address

About the company

Name of the organisation
Address of the main office of the company against which the complaint is being filed
If the complaint concerns a subsidiary or similar entity: Name and address of the entity and its affiliation with the parent company (if this information is available).

About the complaint

In your opinion, which provision or provisions in the OECD Guidelines have been breached by the company concerned?
Give a specific, detailed account of the controversial practice, including information about where the activity or activities have taken place.
Please provide/list documentation, reports, testimonies or other types of evidence that support the allegations of practices that are in breach of the Guidelines. Link the documentation to the detailed account above.
Is the complaint relevant for other countries' National Contact Points, and if so, which countries? And why?
What should the company do to remedy the situation described in the complaint?
Other information of relevance for the Contact Point's consideration of the complaint.

Contact with company

Has your organisation been in contact with, or taken the initiative to establish contact with, the company named in the complaint as regards this matter? If so, give an account of how this was done and the outcome of the contact.
Provide any documentation such as minutes of meetings, etc.
Have you taken up the situation described in the complaint, or taken the initiative for taking it up in other forums or other NCPs? If so, give an account of any measures that have been taken on the basis of this. Provide any documentation such as minutes of meetings, etc.

By submitting this complaint form, you confirm that you

- Are aware that the information provided in this complaint and any accompanying documentation and other enclosures will be submitted to the company named in the complaint,
- Are aware that the National Contact Point has a policy of openness in its complaint procedures and that any information you supply on this form may be subject to public disclosure,
- Have marked any documents and other enclosures that may not be subject to public disclosure as confidential, and have stated grounds as to why such confidentiality is necessary. Notice that it is not permissible to mark all of the material as confidential; and
- Are aware that the National Contact Point's consideration of the matter will involve your active participation and that you will, to the best of your ability, meet the deadlines set by the National Contact Point for dealing with the matter.

Please send the completed form/your complaint to

- Ministry of Economic Affairs and Employment
P.O. Box 32
FI-00023 Government

OR by email to

- kirjaamo.tem(at)gov.fi

AND in both cases a copy by email to

- ncp-finland.tem(at)gov.fi

Please mark the envelope and e-mail with

- "Complaint to the Finnish OECD NCP"