**OHCHR Accountability and Remedy Project Part III**

**Questionnaire for Users and their Representatives**

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| Welcome to OHCHR's targeted questionnaire for users of private grievance mechanisms and users’ representatives. The information gathered from this survey will feed into Part III of OHCHR’s Accountability and Remedy Project (ARP III), information on which may be found at: https://www.ohchr.org/EN/Issues/Business/Pages/ARP\_III.aspx.  This survey will help our office learn about users’ perspectives of how non-State-based mechanisms provide remedies for harms connected to business activities in different contexts, and will help us develop recommendations on how to make these mechanisms work better in the long term. This survey will not help resolve any particular complaint or help individuals obtain remedies in individual cases.  We welcome contributions from those who have used a private grievance mechanism to seek remedy for abuses of their rights by companies, or those who have assisted others in using such mechanisms. Please feel free to help others fill in this survey and distribute this to others, provided it is safe to do so. The survey is available in English, French, and Spanish as a Word document (available on our website) and as an online form at: http://tiny.cc/ARP3UserSurvey. Responses are kindly requested by **30 April 2019**.  All responses provided will be kept confidential. However, please note that OHCHR is not an enforcement mechanism and does not have any direct ability to physically protect respondents or otherwise safeguard people from possible consequences of engaging with this survey. Please do not answer this survey if you fear that doing so could endanger you or anyone around you.  If you choose to answer the survey online, we suggest that, at a minimum, you use a secure computer and safe internet connection. For information on ensuring secure online communication, please consult: https://securityinabox.org/en/guide/secure-communication/.  If you have any questions, please contact business-access2remedy@ohchr.org or bshea@ohchr.org.  If you would like to provide more information, a separate questionnaire open to the general public with additional questions is available at: http://tiny.cc/ARP3PublicSurvey. |

**Information about your experience with the mechanism**

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| This questionnaire is seeking information on user experiences with **private grievance mechanisms**, which we define as non-State-based processes through which grievances concerning business-related human rights abuse can be raised and remedy can be sought. This could include a company’s complaints department for employees or for communities, a private organization that receives complaints about companies related to the organization, or any other type of mechanism that is not administered by the government and which can help those harmed by business activities seek remedy.  This questionnaire is for information about a single mechanism. If you would like to provide information about multiple mechanisms, please complete a separate form for each mechanism.  We value all contributions, and you may answer as few or as many questions as you like. |

1. **Would you please describe what private mechanism you have used or helped another use to complain about abuses of human rights connected with business activities?**

*Note: Any information that would help us to identify the mechanism would be useful.*

1. **Did you trust the mechanism to handle your complaint fairly? If not, why not?**
2. **Did you find the mechanism to be accessible? If not, why not?**

*For instance, how did you find out about the mechanism? If you had difficulty accessing the mechanism, was it easy to find someone to help?* *Was information available in your own language? Did you have to pay fees or costs?*

1. **Were the procedures of the mechanism clear to you at the time you made your complaint and during the complaint process? Were the different stages of the process clearly explained? If so, how were these made clear to you?**
2. **Were you provided with information or advice to help you resolve your complaint? If so, in what ways?**
3. **Did the mechanism provide regular updates on the status of your case while it was being resolved? If so, in what ways?**
4. **Did the mechanism treat your complaint with the seriousness it deserved? Do you feel that your own personal experiences and perspectives were properly taken into account? Please give details of your experiences if possible.**
5. **As a result of your complaint, have there been any changes in the relevant company’s actions or policies so that similar harms would be less likely to occur? If so, please provide examples.**
6. **Do you consider that you were consulted enough about how best to resolve your issues? Were you given opportunities to explain your needs? If so, please provide details of what was done well. If not, what could have been done better?**
7. **Did you have any concerns about using the mechanism? If so, what were they? Did those administering the complaints process take any steps to make sure you felt safe using it?**
8. **What kinds of remedies were you hoping to obtain through using the mechanism (for example, financial compensation, commitments to fix the problem, and/or an apology)?**
9. **Were you satisfied with the outcomes of the process? If not, why not?**
10. **Did you take any other steps to find a remedy for the harm you suffered (for example, reporting the harm to police or bringing your complaint to a court)? If so, what were they? If not, would you tell us why not (for example, fear for your safety, cost of legal proceedings, and/or lack of confidence in judicial processes)?**
11. **Please share any other information here that you did not have space for above.**

**Respondent Information**

1. **What best describes the perspective shared above?**

Person who suffered harm / complainant

Person who assisted complainant (e.g., legal representative, civil society, trade union, etc.)

Other:

1. **If you assisted someone file a complaint, please share the name of your organization.**

*Note: This information will be kept confidential, though you are free to omit it.*

1. **Thank you for your help! If you would like to be contacted in case our researchers have any follow-up questions, please share an email address or phone number.**