



## **Effective company-level grievance mechanisms: multi-stakeholder perspectives and examples from practice**

*2015 United Nations Forum on Business and Human Rights*

*Room XXII, Palais des Nations, Geneva*

*Monday, 16 November 2015 4.40-6.00 p.m.*

### **Background:**

The third pillar of the UNGPs addresses the need for rights and obligations to be matched to appropriate and effective remedies when breached. While effective judicial mechanisms are at the core of ensuring access to remedy, non-judicial mechanisms play an essential role in complementing and supplementing judicial mechanisms. In addition to the responsibility of States to provide effective and appropriate State-based non-judicial grievance mechanisms, the Guiding Principles state that business enterprises should establish or participate in effective operational-level grievance mechanisms. In recent years, an increasing number of companies are developing their company-level grievance mechanisms. While these mechanisms in theory may play an important role in providing access to remedy for those adversely impacted by business operations, there is little evidence and data available that they do so in practice. There is relatively little guidance available for companies on how to implement the effectiveness criteria of UNGP 31 and how to design their mechanism in such a way that it provides effective remedy for those affected.

### **Session Description:**

Organized by UN Global Compact and ACCESS Facility, this session will feature experiences and practical examples from business, civil society, trade unions, local communities, company-community mediators and global experts to offer better insight and understanding of what makes company-level grievance mechanisms effective in practice. Panelists will discuss three core questions:

1. What is the relationship between stakeholder engagement, due diligence and company-level grievance mechanisms?
2. What are the most important success factors or challenges for an effective company-level grievance mechanism company?
3. What is needed in order to help companies setting up grievance mechanisms that provide effective remedy in practice - what works and what doesn't?

**Moderator:** Brian Ganson, Head, Africa Centre for Dispute Settlement, Univ. of Stellenbosch Business School

### **Panelists:**

- Gina Barbieri, Senior Specialist, Dispute Resolution, Compliance Advisor Ombudsman (CAO)
- Mia Corpus, Executive Director for the Conflict Resolution Group Foundation, Philippines
- Dwight Justice, Policy Advisor, International Trade Union Confederation
- Katherine McDonnell, Bertha Legal Fellow, EarthRights International
- Anupama Mohan, Advisor Sustainability, Statoil AsA
- Other (tbc)