**Guidelines for submitting complaints**

In accordance with the [OECD Guidelines](http://mneguidelines.oecd.org/guidelines/) for Multinational Enterprises, the National Contact Points (NCPs) are responsible for dealing with specific instances/complaints. This means assessing complaints and contributing to the resolution of cases concerning breaches of the Guidelines through dialogue or mediation. Where such dialogue or mediation is not feasible, the NCP can publish a final statement regarding the specific instance/complaint.

Anyone can submit a complaint to the NCP if they believe that a Swedish multinational enterprise is not complying with the OECD Guidelines. The Swedish NCP may deal with complaints involving Swedish enterprises and where relevant issues arise related to foreign enterprises with operations in Sweden. For the case to be eligible under the Guidelines, there should be a link between the Guidelines and the issues raised in the case. Complaints should be made in good faith. The personal identities of parties may remain confidential for security/privacy reasons.

Only provide the personal data that is relevant to the case. Do not provide sensitive personal data if it is not relevant. Here are some examples of personal data that may be considered sensitive:

ethnicity;

political opinions;

religious or philosophical beliefs;

belonging to a trade union;

health; and

a person’s sex life or sexual orientation.

Please contact [ud.nkp@gov.se](mailto:ud.nkp@gov.se) for any questions regarding the submission of a complaint. The complaint itself need to be submitted to [ud.registrator@gov.se](mailto:ud.registrator@gov.se).

|  |  |
| --- | --- |
| **About the complainant** |  |
| Name |  |
| Address |  |
| Website |  |
| Email address |  |
| Telephone number |  |
|  |  |
| **Contact person 1** |  |
| Name |  |
| Position |  |
| Email address |  |
| Telephone number |  |
|  |  |
| **Contact person 2** |  |
| Name |  |
| Position |  |
| Email address |  |
| Telephone number |  |
|  |  |
| Are you complaining on your own behalf 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 affected party in this case? |  |
| What does your organisation hope to achieve by filing this complaint? |  |
|  |  |
| **Co-complainant (if applicable)** |  |
| Name |  |
| Position |  |
| Email address |  |
| Telephone number |  |

|  |  |
| --- | --- |
| **About the enterprise** |  |
| Name of the enterprise against which the complaint is being filed |  |
| Address of the main office of the enterprise |  |
| Telephone number of the main office of the enterprise |  |
| 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** |  |
| Why are you submitting this complaint to the Swedish NCP? |  |
| Is the complaint relevant for other countries’ NCPs, and if so, which countries? And why? |  |
| Have you submitted your complaint to another country´s NCP? |  |
| In your opinion, which provision or provisions in the OECD Guidelines have been breached by the enterprise concerned? |  |
| Give a specific, detailed account of the issue/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. |  |
| What in your organisation’s view should the enterprise do to remedy the situation described in the complaint? |  |
| Other information of relevance for the NCP’s consideration of the complaint. |  |
|  |  |
| **Contact with the enterprise** |  |
| Has your organisation been in contact with, or taken the initiative to establish contact with, the enterprise 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? 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 may be transferred to the enterprise named in the complaint;
* are aware that the NCP has a policy of openness in its complaint procedures and that any information you supply on this form may be subject to public disclosure in accordance to the Public Access to Information and Secrecy Act (Offentlighets- och sekretesslagen, SFS 2009:400).
* have marked any documents and other enclosures that may not be disclosed publicly as confidential, and have stated grounds as to why such confidentiality is necessary; and
* are aware that the NCP’s consideration of the matter will require your active participation and that you will do so to the best of your ability.

The Government Offices is the data controller for the processing of personal data and is responsible for ensuring that personal data is processed in accordance with applicable legislation.

The Government Offices processes personal data for the administration and handling of complaints to the NCP. The legal basis for the processing of personal data is public interest.

If necessary, personal data may be disclosed to other NCPs to facilitate the handling of a case.

A complaint may be transferred to the enterprise concerned. Such transfers may also include personal data.

You can read more about the processing of personal data and your rights as a registered person in the Government Offices’ privacy policy. The privacy policy also provides contact details for the Government Offices’ data protection officer.

([The Government’s privacy policy - Government.se](https://www.government.se/about-the-website/the-governments-privacy-policy/)).

**Please send the completed form/your complaint to:**

[ud.registrator@gov.se](mailto:ud.registrator@gov.se)

You can also send ordinary post to:

UD Registrator

Utrikesdepartementet

Gustav Adolfs torg 1

103 39 Stockholm

Sweden

If sensitive data, such as sensitive personal data, is provided in the complaint, you should send it by ordinary post.

**Please mark the e-mail with “Complaint to the Swedish OECD NCP”**