



The Procedural Guidance on the **OECD Guidelines for Multinational Enterprises on Responsible Business Conduct** (the "Guidelines") requires the NCM Secretariat to handle complaints alleging violations of the Guidelines. In order to resolve a **specific instance** rapidly and effectively, the NCP shall act impartially, transparently, predictably, fairly and in accordance with the principles and standards contained in the Guidelines. The whistleblower mechanism is designed to resolve disputes between companies and individuals or groups who are adversely impacted by the business activities of companies.

There has been a significant increase in the number of complaints received since 2011. Mostly, the complaints have been by:

- Civil society organisations (41%)
- Trade unions (38%)
- Individuals (18%)

The form for reporting a complaint can be found **here**. The form shall be submitted in Slovak language.

The NCP helps companies and their stakeholders to take appropriate action to promote compliance with the Guidelines. It provides a mediation and conciliation platform to resolve practical problems that may arise in the implementation of the Guidelines.

What is the specific instance?

A complaint or alert notified to the NCP concerning a multinational company in which a breach of the Guidelines is alleged.

How do NCP handle cases?

The NCP follows a **four-step process**.

Who can submit a case?

Any individual or organisation with a legitimate interest in the matter can submit a case to an NCP regarding a company, operating in or from the country of the NCP, which has not observed the Guidelines.

What is the geographical reach of the NCP?

The Guidelines are addressed by adherent countries to 'enterprises operating in or from their territories.

Is there a fee for submitting a case?

No. As the NCP process is meant to be as accessible as possible, NCPs do not charge you when filing a case.

What can be expected from a NCP submission?

NCPs are not courts: participation in the process is voluntary and the NCP does not have the authority to order any remedy measure.

What NCPs will do is offer their “good offices” to the parties and seek to facilitate an agreement between the submitter and the company through non-adversarial methods such as mediation or conciliation. Regardless of whether an agreement is reached, NCPs can make recommendations to the company with respect to the Guidelines. Some NCPs also make explicit determinations as to whether a company has observed the Guidelines or not in the case at hand.

Most NCPs also follow up after the conclusion of the case to verify that any agreement and/or recommendations have been implemented.

Are cases public?

Yes. A record of all cases handled by NCPs is available online in the [OECD database of specific instances](#).

Afraid of retaliation?

Submitters of an NCP case should not be subject to undue pressures or adverse consequences. This was restated by the OECD Working Party on RBC in March 2020. If you fear retaliation, the NCPs can take measures to protect your identity in the process. Make sure to inform the NCP of your situation in such a case.