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Complaint Details

Points to remember

- Check if the complainant wants to begin a formal complaint procedure.
- Name the file as 'Country Name- Name of the factory/quarry from where the complaint came from- month/date'. For example, if there is a complaint from xxx quarry from China in July 2024, the name of the file has to be 'China-xxx-July 2024'. This will be helpful to sort out the complaints in a structured way.
- If the complainant wants to stay anonymous, don't enter the name and use gender-neutral pronouns
- In case of information gathering call, the details of the call can be filled against the first row and no need to fill in from ninth row.
- Under the results of the investigation, make sure that it is stated that the complaint has been found grounded or not.
- Please fill in 'N/A' in the fields whichever is not applicable.

1. Nature of incoming call [complaint/ the call concerns questions about labour rights or the use of local grievance mechanisms]	
2. Factory/ quarry name	
3. Factory/ quarry address	
4. In case of the quarry, name of the material extracted	
5. Caller wants to stay anonymous?	
6. Name of caller	
7. Phone number of the caller	
8. Date received	
9. Gender of the filing party [if the complainant is fine with revealing their identity]	
10. Is the complaint about fundamental ILO conventions- child labour/debt bondage?	
11. Is the complaint about other ILO conventions?	
12. First-hand information from the complainant	
13. Details of investigation when conducted	
14. Results of the investigation	
15. Details of remediation steps taken	
16. Closure of the case- resolved or closed	