



Grievance Management Assessment

For Human Rights Due Diligence & Beyond

Our Service Offer



About Grievance Management Assessment

Since 2012, CSR Europe has been working on company-level grievance mechanisms and has perfected the **Grievance Management Assessment (GMA)** in line with the [UN Guiding Principles on Business and Human Rights \(UNGPs\)](#) and the [OECD Guidance for Responsible Business Conduct](#).

A grievance mechanism serves to prevent and remediate adverse social and environmental impacts that may arise from company operations. At the same time, it can ensure a **speedy, low-cost and peaceful resolution of contentions**, preventing the escalation of an issue beyond your company's control. However, **the role of grievance mechanisms goes far beyond**

responding to complaints. If implemented properly, this tool is an **essential building block for human rights due diligence practice.**

Why? Because it helps to identify high risk areas and potential systematic mistakes in the company's activity. Thus, it enables your company to take a proactive approach to responsible business conduct.

With our GMA **your company will be able to develop a legitimate, accessible, predictable, equitable, transparent, right-compatible grievance mechanism** that is a source of **continuous learning**, and **based on engagement and dialogue.**

Our Signature Approach



A PROVEN METHODOLOGY

Together with **recognised human rights experts and multinational companies from a wide range of sectors**, CSR Europe has developed and piloted a unique methodology to assess the **maturity of company grievance management processes against the eight effectiveness criteria outlined in the UN Guiding Principles.** *



FACE-TO-FACE FEEDBACK

Instead of engaging stakeholders in virtual settings, **CSR Europe will bring selected key stakeholders to the table** to discuss current practices, challenges, and opportunities.



THE POWER OF THE NETWORK

CSR Europe will reach out to experts and organisations relevant to your business, thanks to our **wide pan-european network of companies, national partner organisations, institutions, such as the European Commission, and experts from national governments.**

* Findings available in the report ["Assessing the Effectiveness of Company Grievance Mechanisms"](#)

The Service Delivery Process

CSR Europe delivers the Grievance Management Assessment (GMA) in a **five-step process starting with an in-depth assessment of your company's strategy, priorities, and focus areas.**



STEP 1: PREPARATION

- Completion of the **Grievance Management Checklist** to identify whether your company has all the necessary internal processes in place to effectively manage grievances.



STEP 2: INTERVIEW

- Interview with the CSR Europe staff on **how the grievance mechanism is designed, communicated, implemented, monitored and revised in your company.**



STEP 3: EVALUATION

- CSR Europe will deliver an independent **assessment of the level of maturity of your company processes with concrete recommendations.**



STEP 4: INTERNAL WORKSHOP

- Based on your company's governance, responsible functions will be invited for a **half-day workshop to identify gaps and potential solutions to your grievance mechanism process.**



STEP 5: IMPACT MONITORING

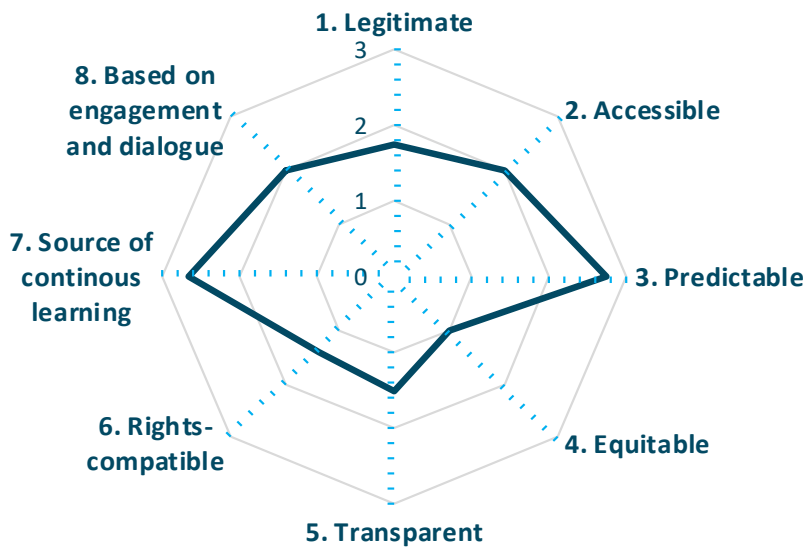
- Follow-up on the results and definition of the next steps.



7 WEEKS

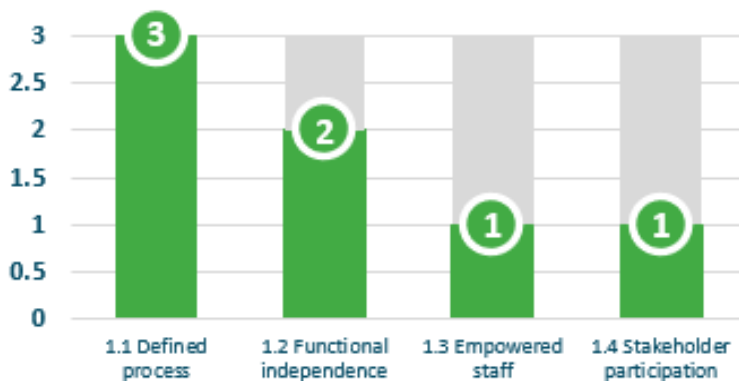
What Your Company Can Expect

1. Performance against the 8 UNGPs criteria

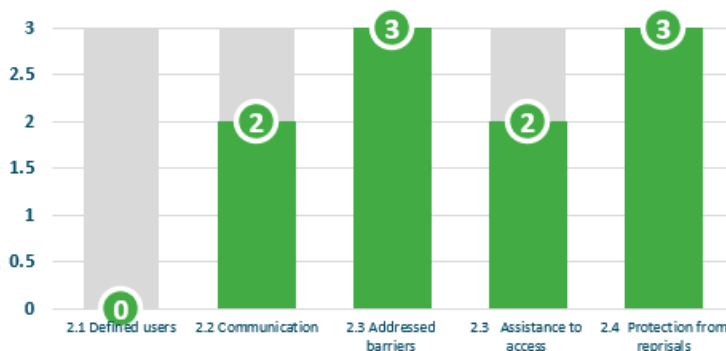


2. Detailed Performance for each UNGPs criteria

LEGITIMATE (criteria 1)



ACCESSIBLE (criteria 2)



3. Recommendations for actions



GUIDING PRINCIPLE 31*

1. **LEGITIMATE**
Enabling trust from the stakeholder groups for whose use they are intended, and being accountable for the fair conduct of grievance processes;
2. **ACCESSIBLE**
Being known to all stakeholder groups for whose use they are intended, and providing adequate assistance for those who may face particular barriers to access;
3. **PREDICTABLE**
Providing a clear and known procedure with an indicative time frame for each stage, and clarity on the types of process and outcome available and means of monitoring implementation;
4. **EQUITABLE**
Seeking to ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a grievance process on fair, informed and respectful terms;
5. **TRANSPARENT**
Keeping parties to a grievance informed about its progress, and providing sufficient information about the mechanism's performance to build confidence in its effectiveness and meet any public interest at stake;
6. **RIGHTS-COMPATIBLE**
Ensuring that outcomes and remedies accord with internationally recognized human rights;
7. **A SOURCE OF CONTINUOUS LEARNING**
Drawing on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harms;
8. **BASED ON ENGAGEMENT AND DIALOGUE:**
Consulting the stakeholder groups for whose use they are intended on their design and performance, and focusing on dialogue as the means to address and resolve grievances.

* Effectiveness criteria for non-judicial grievance mechanisms



Responsible Business, Better Future.

For more Information:

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About CSR Europe:

CSR Europe is the leading European business network for Corporate Sustainability and Responsibility. With our corporate members and National CSR organisations, **we unite, inspire & support over 10,000 enterprises at local, European and global level.**

We support businesses & industry sectors in their transformation and collaboration towards practical solutions and sustainable growth. We are for systemic change; therefore, following the SDGs, **we want to co-build with the European leaders and stakeholders an overarching strategy for a Sustainable Europe 2030.**
