



FACT:

90% OF MOC-A ASSESSED COMPANIES USED THEIR RESULTS TO IMPROVE THEIR GRIEVANCE MECHANISMS

Source: Management of Complaints Assessment (MOC-A) tool report 2014



MANAGEMENT OF COMPLAINTS ASSESSMENT THE MOC-A TOOL

CONTEXT

There is increasing evidence to convince companies of all sizes that upfront investment of time and resources in stakeholders relations are an essential part of doing business that will ultimately save resources further down the line, as well as reputation and future outlays. Even minor complaints can escalate if left unattended. Many companies today see the business case for setting up effective grievance mechanisms to help address and prevent complaints with employees and communities impacted by their operations, ensure speedy resolution of issues, avoid negative publicity, inform revision of company policies.

CSR Europe has developed the MOC-A tool to address the need to enhance the process of dealing with complaints and to illustrate the practical application of the eight effectiveness criteria: *Legitimate, Accessible, Predictable, Equitable, Transparent, Right/compatible, A source of continuous learning, Based on engagement and dialogue* – as outlined in the UN Guiding Principles on Business & Human Rights.

ABOUT THE MOC-A TOOL

- Based on a questionnaire and assessment methodology developed with companies and experts
- Assessments conducted by CSR Europe staff; data treated as strictly confidential
- Output in the form of a benchmark report
- Follow up interview with company to discuss results and potential solutions to identified gaps
- One-day workshop brings together assessed companies to exchange on best practice

USE THE TOOL TO

- Discover the level of maturity of your processes for dealing with complaints
- Benchmark your company anonymously against the UN Guiding Principles on Business and Human Rights and against peers
- Identify gaps and areas for improvement, illustrated by best-in-class examples

The service of one assessment using a tool is included in CSR Europe's membership fee. The cost for an additional assessment is €4.000 for CSR Europe members and €8.000 for non-members.



For more information about the process and timeline please contact Alice Pedretti (ap@csreurope.org)
For more information on Business and Human Rights visit: <http://www.csreurope.org/business-and-human-rights>