

13 January 2025
File: AusNCP Complaint 30
(Qatar Airways)

Update statement

Update on complaint submitted by Marque Lawyers (on behalf of affected individuals) regarding Qatar Airways – 13 January 2025

In December 2021, the Australian National Contact Point for Responsible Business Conduct (AusNCP) received a complaint from Marque Lawyers (on behalf of affected individuals) against Qatar Airways Group QCSC. Details about the complaint are available in the AusNCP Initial Assessment.¹

The complaint was not resolved in AusNCP ‘good offices’ (dispute resolution) and so progressed to examination in accordance with the AusNCP procedures. After the complaint was made to the AusNCP, legal proceedings about the same events were commenced in the Federal Court of Australia. In April 2024, the Court published its decision in these proceedings.² That decision, which made findings relevant to matters in the complaint, is under appeal by the complainants that are party to the Federal Court proceedings, and the AusNCP complaint parties have agreed the AusNCP examination should be temporarily suspended while the appeal is underway.

In September 2023 I agreed to the parties’ request to suspend the examination. Given recent advice from the parties regarding the appeal, I have further extended this suspension. I will review the suspension in June 2025, unless the appeal is resolved earlier.

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¹ Australian National Contact Point for Responsible Business Conduct (AusNCP), *Initial Assessment – Complaint by Marque Lawyers (on behalf of affected individuals) regarding Qatar Airways*, AusNCP, Australian Government, 2022, accessed 3 December 2024.

² *DHI22 v Qatar Airways Q.C.S.C (No 2) [2024] FCA 348*, accessed 8 December 2024.