

OECD Guidelines for Multinational Enterprises

Has a multinational business harmed you, your community or environment?



They might have breached the OECD Guidelines for Multinational Enterprises – a ‘national contact point’ can help!

A ‘multinational’ is a business that operates in more than one country. A local business might be part of a multinational.

What are the ‘OECD Guidelines’?



The **OECD Guidelines for Multinational Enterprises on Responsible Business Conduct** (OECD Guidelines) are standards of behaviour that encourage multinational businesses to act responsibly, wherever they operate. The OECD Guidelines cover human rights, labour rights, the environment and other issues.

The OECD is an intergovernmental organisation that promotes international standards.

What is a ‘national contact point’?

Over 50 countries have **national contact points for responsible business conduct** to help resolve complaints against multinational businesses ‘linked’ to those countries. The countries are listed on the OECD’s [national contact points for responsible business conduct](#) website.

What issues can I complain about?



You can complain about business conduct relating to:

- human rights, labour rights, the environment and climate change
- corporate disclosure, corruption, anti-competitive behaviour and tax avoidance
- responsible science and technology and consumer protection.

See the [OECD Guidelines website](#) for more details.

My country has no national contact point. Can I still complain?

Yes, absolutely! You can complain to another country’s national contact point if the multinational business you are complaining about is linked to that country. Linked means the business is:

- from a country with a national contact point, or
- operating in a country with a national contact point.

For example, it could be linked if its headquarters is in a country with a national contact point, or it owns businesses or assets in a country with a national contact point.

How do I complain?

First, choose a national contact point in a country linked to the business (see above) and make a complaint by following the steps on their website.

Your complaint should state how you think the business has breached the OECD Guidelines and what you want the business to do.

You can also ask someone else, such as a non-governmental organisation (NGO), to make the complaint on your behalf.

OECD Watch, a global network of communities and NGOs, has [advice on their website about writing an effective complaint](#) (see 'how to file a complaint').



Example: Scan the QR code or visit [the national contact point of Australia's website](#) to view their complaint form.

What happens when I complain?

The national contact point will check your complaint involves a multinational business linked to a country with a national contact point, and that the business' actions relate to the OECD Guidelines.

If so, the national contact point may help you negotiate with the business or ask the business to provide information that resolves your complaint. Some national contact points might also publish a statement about whether they think the business acted responsibly according to the OECD Guidelines.

Complaints are confidential but you will usually need to allow the national contact point to share some information with the business so they can respond meaningfully. If you worry complaining could put you at risk, you can ask the national contact point how it can help manage this, for example through an anonymous complaint.

Why complain to a national contact point?

Complaining to a national contact point raises public awareness and means the business is more likely to take your complaint seriously. After dialogue, the business might decide to change its behaviour, offer an apology or help fix problems. National contact points are not courts or police, so it's free and you don't need a lawyer. Also, if you choose, you can withdraw your complaint at any time. Find out more today!