

9 October 2025
File: AusNCP Complaint 30
(Qatar Airways)

Update statement

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

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 (Court). In July 2025, the Court published decisions in these proceedings,² and the issues are progressing to trial to be heard by the Court. The Court's decision after trial will likely involve factual findings on matters currently disputed between the parties (and which are relevant to the AusNCP complaint). The parties previously agreed that the AusNCP examination should be temporarily suspended while Court proceedings are underway.³

Given recent advice from the parties regarding the proceedings, and that the trial may result in factual findings on relevant matters, I have further extended this suspension. I will review the suspension in April 2026, unless the Court proceedings are resolved earlier.

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¹ AusNCP, [Initial Assessment – Complaint by Marque Lawyers \(on behalf of affected individuals\) regarding Qatar Airways](#), The Treasury, Australian Government, 2022, accessed 3 December 2024

² *DHI22 v Qatar Airways* [2025] FCAFC 91 and *DHI22 v Qatar Airways* [2025] FCAFC 92, accessed 6 August 2025

³ AusNCP [Update Statement](#) (13 January 2025), accessed 26 September 2025