

Grievance List

Last Update: 29-Dec-25

This is a list of reports of human rights violations received by JaCER at this time.

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (Issues)	Case Category (Relations)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.122_2025	December 23rd, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Within the company/group	The claimant, an employee of a member company, has submitted a petition demanding prompt action, as the department and other relevant parties have failed to provide appropriate support regarding her/his return to work following a period of leave.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.121_2025	December 22th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Within the company/group	The claimant, an employee of a member company, submitted a request to the company seeking appropriate explanation and action, as an unreasonable and unjust personnel assessment was conducted during her/his period of medical leave without any reasonable justification.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.120_2025	December 22th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Indonesia	Environmental issues	By suppliers	The claimant alleged that the procurement of biomass fuel by a member company is linked to environmental destruction, loss of biodiversity, and human rights violations resulting from logging in Indonesia's natural forests.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.119_2025	December 19th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Non-compliance	Within the company/group	The claimant submitted a request for appropriate action, alleging that an issue concerning improper fund management by an employee had arisen at a domestic branch office of a member company, yet had not been reported to the head office.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.118_2025	December 17th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant lodged a complaint with the member company, requesting appropriate action be taken regarding a manager employed by one of its subsidiaries who had engaged in inappropriate conduct towards female employees.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.117_2025	December 14th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Labor issues	Member Company's Medical Service Providers	The claimant, who had been employed at a medical institution to which a member company outsourced medical services, filed a claim seeking disciplinary action against the personnel officers and compensation, alleging that she/he had been unfairly forced to resign by that officers.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.116_2025	December 13th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant, who is working at a domestic facility of a member company, has lodged a complaint alleging that she/he is subjected to threats and harassment by its superior.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		

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No.115_2025	December 9th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Discrimination	Within the company/group	The claimant, who had worked for the member company as a permanent employee until retirement and subsequently as a temporary worker, alleges that the non-renewal of her/his employment contract on the grounds of age constitutes age discrimination. She/He further contends that the handling of this matter by the internal whistleblowing channel lacked impartiality. Consequently, the claimant has lodged a complaint seeking an apology and compensation.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.114_2025	December 6th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Non-compliance	Within the company/group	The claimant alleged that an employee working at a domestic office of a member company had engaged in inappropriate conduct in her/his private life.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.113_2025	December 1st, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Non-compliance	By other business partners	The claimant lodged a complaint stating that it is problematic for a member company to publish advertisements concerning a company with questionable sales practices.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.112_2025	November 28th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Labor issues	Within the company/group	The claimant, an employee working for a group company of a member company, was assigned to perform duties outside her area of expertise due to a personnel transfer, which constituted an unreasonable demand. She therefore submitted a claim seeking corrective and remedial measures.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.111_2025	November 17th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Non-compliance	Within the company/group	The claimant has submitted a request for the implementation of an appropriate internal investigation, alleging that one officer or employee of a group company of the member company has committed a serious act of misconduct, and that the claimant has consequently suffered damage as a result.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	1-Dec-25	
No.110_2025	November 13th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant, an employee of an external contractor working at a member company's store, lodged a complaint alleging that she/he had received offensive remarks about the appearance from a member company's staff member.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.109_2025	November 10th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, an employee of a member company's group of companies, filed a claim alleging that she/he was subjected to harassment involving physical contact and inappropriate language and behavior by the supervisor in the workplace, which left her/him mentally shocked.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	25-Nov-25	
No.108_2025	November 10th, 2025	JaCER Website	Other	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Non-compliance	In advertising and marketing	The claimant alleged that a television station has not taken responsible action regarding talent scandals and should take responsibility as a sponsor for the member companies as well.	JaCER was unable to identify the full member company subject to the report and therefore excluded the case.				

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No.107_2025	November 6th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	By other business partners	The claimant, while working at a domestic store of a member company, was performing customer service duties and alleged that she/he was subjected to violent behavior by another co-worker.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	19-Nov-25	
No.106_2025	November 3rd, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	China	Unjustified disciplinary action	Within the company/group	The claimant, an employee working for an overseas affiliate of a member company, has filed a claim demanding the withdrawal of what she/he considers to be unfair disciplinary action and dismissal procedures imposed by the superiors, and seeking appropriate compensation.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	19-Nov-25	
No.105_2025	November 1st, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	France	Labor issues	Within the company/group	The claimant, an employee of a member company, was seconded to an overseas affiliate. However, as educational expenses for the accompanying child and other benefits were not being appropriately provided, the claimant lodged a petition demanding improvement.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	19-Nov-25	
No.104_2025	October 21st, 2025	JaCER Website	Representative of the rights holders	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	By customers	The claimant, an affiliate of a member company's group of companies, filed a complaint requesting an appropriate method of responding to "smell harassment" by a customer who visit the store.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	9-Nov-25	
No.103_2025	October 20th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant filed a complaint seeking a comfortable work environment and fair personnel practices because of rampant power harassment by certain managers at a domestic branch office of a member company's group of companies, which has also affected its personnel practices.	JaCER notified the regular member company concerned of the case details. Following verification by the member company concerned, it was found that the alleged adverse human rights impacts were not linked to the member company concerned. Based on this fact, this case has been closed.	Closed (response completed)	Closed (response completed)	4-Nov-25	5-Dec-25
No.102_2025	October 11th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, an employee of a business partner of regular member company, is being harassed by a specific employee within the company, and is being adversely affected mentally. Therefore, the claimant filed a petition requesting the company to issue a warning regarding harassment within the group.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	23-Oct-25	
No.101_2025	October 10th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Disabilities	By suppliers	The claimant, a family member of an employee who works for a group company of a regular member company, filed a claim for improvement in response to the company's failure to give reasonable consideration to persons with disabilities by the group's subcontractor with respect to its health insurance association.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	13-Nov-25	
No.100_2025	October 9th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, who has been employed by a group company of the member company, suffered adverse effects on their mental health due to power harassment from multiple superiors, forcing them to take leave of absence. Consequently, she/he submitted a claim to the company demanding appropriate action and redress.	JaCER notified the regular member company concerned of the case details.	Monitoring	Closed (response completed)	28-Oct-25	

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No.099_2025	October 9th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Invasion of privacy	Within the company/group	The claimant alleged that while working as a dispatched worker at a domestic factory of a member company, their personal information and biometric data may have been used in technological development without their consent, and that this may have adversely affected their physical and mental health even after leaving the company.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	24-Oct-25	
No.098_2025	October 4th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Disabilities	By suppliers	The claimant lodged a complaint requesting that the renovation work carried out by a business partner of a full member company be rectified, on the grounds that it lacked reasonable accommodation as required under the Act on the Elimination of Discrimination against Persons with Disabilities.	JaCER notified the regular member company concerned of the case details. Following verification by the member company concerned, it was found that the alleged adverse human rights impacts were not linked to the member company concerned. Based on this fact, this case has been closed	Closed (response completed)	Closed (response completed)	21-Oct-25	2-Dec-25
No.097_2025	October 4th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Gender Issues	In advertising and marketing	The claimant, acting from a consumer perspective, submitted a complaint asserting that the sales format employed by vendor staff at baseball stadiums for member companies' merchandise fosters the sexualisation of women. They contended that this practice should be rectified from the standpoint of gender discrimination and related issues.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Dialogue with the claimant underway	21-Oct-25	
No.096_2025	October 2nd, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Saudi Arabia, Pakistan	Discrimination	Within the company/group	The claimant, who had been employed by an overseas group company of a member company, filed a claim seeking financial compensation, alleging that he had been unfairly forced to resign due to racial issues and other factors, thereby suffering financial loss and psychological distress.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	12-Nov-25	
No.095_2025	October 1st, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Non Member Company	Singapore	Other issues	Against customers	The claimant lodged a complaint against the non-member company, demanding appropriate action or a refund on the grounds that the goods they had ordered had not been delivered.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.094_2025	October 1st, 2025	Member company channel	Other	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Within the company/group	The claimant filed a complaint requesting improvement of the situation due to the habitual long working hours at the bases of regular member companies, which have caused health issues and stress among employees.	JaCER has received the case details from the regular member company concerned.	Initial review report issued	Waiting for additional information from the claimant	8-Oct-25	
No.093_2025	September 29th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Children's rights	Against other stakeholders	The claimant filed a complaint with the company seeking fact-finding and disciplinary action against an alleged employee of a regular member company, alleging that his child was subjected to conduct amounting to a human rights violation in an online classroom conducted by the alleged employee as a side business.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		1-Oct-25

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No.092_2025	September 28th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, an employee of a group company of a regular member company, was harassed by several supervisors and forced to resign from his position, and filed a complaint seeking appropriate disciplinary action against the supervisors.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Closed (response completed)	14-Oct-25	
No.091_2025	September 28th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Children's rights	By other business partners	The claimant has filed a petition requesting that member companies, as business partners, exert influence over rights holders involved in the sexual abuse scandal concerning the former Johnny & Associates, Inc. This follows the rights holders initiating what amounts to SLAPP-like unjust litigation, thereby causing secondary victimisation.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	14-Oct-25	
No.090_2025	September 28th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Children's rights	By other business partners	The claimant has filed a petition requesting thatt member companies with business dealings with the former Johnny & Associates , Inc. exert their influence, alleging that the agency has brought unjustified lawsuits equivalent to SLAPP actions against individuals reporting sexual abuse, thereby causing secondary victimisation.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	14-Oct-25	
No.089_2025	September 28th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Children's rights	By other business partners	The claimant has filed a petition requesting that member companies, as business partners, exert influence over rights holders involved in the sexual abuse scandal concerning the former Johnny & Associates, Inc. This follows the rights holders initiating what amounts to SLAPP-like unjust litigation, thereby causing secondary victimisation.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	14-Oct-25	
No.088_2025	September 28th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Children's rights	By other business partners	The claimant filed a petition requesting that the member company exercise its leverage, asserting that one of the company's business counterparty has brought an unjust lawsuit against a rights holder alleging a violation of children's rights.	JaCER notified the member company concerned of the case details. The member company has contacted the claimant and is currently conducting fact-finding.	Initial review report issued	Fact-finding investigation underway	14-Oct-25	
No.087_2025	September 27th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Harassment/Violence	Within the company/group	The claimant filed a petition demanding that the company take disciplinary action and prevent a recurrence of such an incident, after an employee of a regular member company assaulted the wife of said employee and also assaulted the claimant.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.086_2025	September 25th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Investee company of member companies	Japan	Labor issues	By other business partners	The claimant accepted a job as a freelancer with an investee company of a regular member company. However, no formal contract was signed and an unreasonably low amount of remuneration was offered. After negotiating with the company, the claimant received a unilateral notice of termination of the contract and was deprived of the opportunity to work. She/He also filed a claim for compensation, etc., claiming that her/his mental health was harmed as a result of this effect.	JaCER notified the regular member company concerned of the case details.	Monitoring	Dialogue with the claimant underway	9-Oct-25	

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No.085_2025	September 19th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Labor issues	Within the company/group	The claimant lodged a petition requesting that a group company of the JaCER member company rectify the situation, as it was assigning excessive workloads to an employee working reduced hours for childcare purposes, thereby failing to provide an appropriate working arrangement.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	2-Oct-25	
No.084_2025	September 17th, 2025	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant, as agent, filed a petition requesting that appropriate dialogue and remedies be implemented with the victim in a case in which an officer or employee of an active member company committed physical violence against a person.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	11-Nov-25	
No.083_2025	September 16th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Harassment	Within the company/group	The claimant, who is employed by a group company of the member company, lodged a complaint seeking redress for the situation where only she/he was arbitrarily denied permission to commute by car.	JaCER closed the case because the claimant indicated a desire to withdraw the case after receiving the grievance.	Closed (response completed)	Closed (response completed)	-	18-Sep-25
No.082_2025	September 14th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	China	Forced labor	By suppliers	The claimant filed a complaint against an overseas company with which a member company does business, alleging that its workers are engaged in forced labor, etc., and demanding that the member company cease doing business with the company, conduct an investigation, and disclose the information.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Closed (response completed)	30-Sep-25	
No.081_2025	September 13th, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Non Member company's business partner	Japan	Harassment	By other business partners	The claimant, a sole proprietor involved in a case involving a joint venture company in which a non member company had invested, filed a complaint alleging that he had been victimized by a business partner for power harassment, etc. and requesting that the non member company take appropriate action.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.080_2025	September 11th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	Non Member Company	Non Member Company	Japan	Non-compliance	Within the company/group	The claimant lodged a complaint within the non-member company regarding issues such as the payment of employees' wages, working hours, and problems in manufacturing and sales.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.079_2025	September 8th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Procedure for Grievance Redress	Against other stakeholders	The claimant, a sole trader involved in a project at a joint venture company funded by a full member company, lodged a complaint alleging that the full member company's grievance handling procedures had failed to address appropriately a case where the complainant claimed to have suffered power harassment and other abuses by a business partner.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Closed (response completed)	17-Oct-25	
No.078_2025	September 7th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	China	Non-compliance	Within the company/group	The claimant submitted a request demanding corrective action regarding inappropriate conducts by executives at an overseas group company of a JaCER member company.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	17-Oct-25	

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No.077_2025	September 5th, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Non Member Company	Japan	Other issues	Against other stakeholders	The claimant participated in an international event held within Japan but lodged a complaint against the organisers, demanding an investigation, apology, and compensation, citing disadvantage suffered due to transport disruption.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.076_2025	September 2nd, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	India	Labor issues	Within the company/group	The claimant, who was employed by an overseas group company of the member organisation, submitted a petition demanding an investigation into systemic issues, alleging that the company had engaged in discriminatory practices in recruitment, infringements of employee privacy, and conduct amounting to harassment, etc.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	10-Sep-25	
No.075_2025	August 30th, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Non Member Company	Panama	Labor issues	Within the company/group	The claimant is currently involved in a dispute with a non-member organisation concerning labour issues (such as unpaid overtime pay). However, as the organisation is engaging in acts obstructing the administration of justice, the claimant has lodged a petition requesting appropriate action.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.074_2025	August 29th, 2025	JaCER Website	Other(anonymity)	Non Member Company	Non Member Company	Japan	Other issues	Against other stakeholders	The claimant has submitted a request for guidance concerning nuisance behaviour perpetrated by an individual of unspecified affiliation, whose relationship with member companies remains unclear.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.073_2025	August 26th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	Non Member Company	Non Member Company	Japan	Discrimination	Against customers	The claimant attempted to use a facility in Tokyo as a foreign tourist but was refused entry on the grounds of nationality, and filed a petition requesting that the discriminatory behaviour be corrected.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.072_2025	August 25th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Other issues	Against other stakeholders	The claimant has a private issue with an employee of a regular member company and has filed a petition requesting dialogue aimed at resolving the issue.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.071_2025	August 23rd, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant reported harassment and compliance issues committed by a former executive of a member company to the company, but as the response was deemed insufficient, the claimant filed a complaint with JaCER.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	22-Sep-25	
No.070_2025	August 20th, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Non Member Company	Japan	Other issues	Against customers	The claimant filed a complaint regarding the fare payment rules for public transport services provided by a non-member company.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.069_2025	August 13th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Indonesia	Freedom of association	Within the company/group	The claimant filed a complaint alleging that the chairperson of a labour union at a foreign subsidiary of a regular member company had been dismissed and that retaliatory measures were being taken against union members who objected to the dismissal.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		

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No.068_2025	August 13th, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Non Member Company	India	Labor issues	Within the company/group	The claimant was employed by a foreign subsidiary of a non-member company and filed a claim alleging that the company's response regarding the refund of local pension payments was inadequate.	JaCER is currently considering how to respond to this case involving a non-member company.				
No.067_2025	August 11th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Non-compliance	Within the company/group	The claimant, an employee of a regular member company, filed a complaint alleging that she/he had suffered mental distress due to false statements made in internal confidential documents regarding customer issues.	JaCER notified the regular member company concerned of the case details. The member company conducted an investigation based on the complaint. The member company explained the results of the investigation to the claimant, and the claimant accepted them.	Closed (response completed)	Closed (response completed)	1-Sep-25	28-Nov-25
No.066_2025	August 7th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant filed a complaint requesting appropriate action against an employee of a JaCER member company who routinely behaved in an intimidating manner and used abusive language toward internal parties.	JaCER notified the regular member company concerned of the case details. Subsequently, the claimant withdrew the claim regarding this case, and it is therefore closed.	Closed (response completed)	Closed (response completed)		
No.065_2025	August 2nd, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Other issues	Within the company/group	The claimant filed a complaint seeking an apology and disciplinary action against an employee of a JaCER member company for slanderous remarks made at the domestic sales office.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.064_2025	July 31st, 2025	JaCER Website	Representative of the rights holders	JaCER Member Company	Member company's business partner (supply chain company)	Indonesia	Indigenous/local people's rights	By financing partners	The claimant filed a petition requesting member companies to refrain from providing loans to companies involved in coal-fired power generation, arguing that such power generation infringes on the rights of local residents (health hazards, environmental problems, impact on livelihoods, etc.).	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	29-Aug-25	
No.063_2025	July 31st, 2025	JaCER Website	Representative of the rights holders	JaCER Member Company	Member company's business partner (supply chain company)	Indonesia	Indigenous/local people's rights	By financing partners	The claimant filed a petition requesting member companies to refrain from providing loans to companies involved in coal-fired power generation, arguing that such power generation infringes on the rights of local residents (health hazards, environmental problems, impact on livelihoods, etc.).	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	29-Aug-25	
No.062_2025	July 31st, 2025	JaCER Website	Representative of the rights holders	JaCER Member Company	Member company's business partner (supply chain company)	Indonesia	Indigenous/local people's rights	By financing partners	The claimant filed a petition requesting member companies to refrain from providing loans to companies involved in coal-fired power generation, arguing that such power generation infringes on the rights of local residents (health hazards, environmental problems, impact on livelihoods, etc.).	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	29-Aug-25	
No.061_2025	July 30th, 2025	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, acting as a representative, filed a complaint requesting an investigation and corrective action on behalf of an employee working for a group company of a JaCER member company who had been harassed by other employees during a training period.	JaCER notified the regular member company concerned of the case details.	Monitoring	Dialogue with the claimant underway	19-Aug-25	
No.060_2025	July 28th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant filed a complaint requesting disciplinary action and improvement due to problems with the work attitudes of the supervisor and employee at the domestic sales office of a JaCER member company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (Issues)	Case Category (Relations)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.059_2025	July 27th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Indigenous/local people's rights	In advertising and marketing	The claimant filed a complaint requesting corrective action as a sponsor of an outdoor event that caused noise pollution to local residents.	JaCER notified the regular member company concerned of the case details.	Monitoring	Corrective and preventive measures underway	8-Aug-25	
No.058_2025	July 24th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Non-compliance	Against other stakeholders	The claimant filed a complaint requesting appropriate business operations in accordance with laws and regulations and the contract, because the employees of the regular member company provided explanations and responses that differed from the contract.	JaCER notified the regular member company concerned of the case details.	Monitoring	Response under consideration	1-Sep-25	
No.057_2025	July 23rd, 2025	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	Member company subsidiary/group company	Thailand	Other issues	Within the company/group	The claimant filed a petition requesting the resumption of employee trips and social gatherings as a means of improving welfare benefits at a group company of a regular member company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.056_2025	July 22nd, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Other issues	Against other stakeholders	The claimant filed a complaint regarding a private dispute with a person who may belong to a group of companies that is a regular member company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.055_2025	July 20th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	India	Other issues	Against customers	The claimant filed a complaint and claim for compensation regarding the products of a JaCER member company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.054_2025	July 19th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Singapore	Dismissal	Within the company/group	The claimant was an employee of a JaCER member company but was dismissed solely on the grounds of age and filed a claim for fair compensation.	JaCER notified the regular member company concerned of the case details.	Monitoring	Response under consideration	6-Aug-25	
No.053_2025	July 18th, 2025	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Non-compliance	Against other stakeholders	The claimant filed a complaint against a subcontractor involved in content production for a JaCER member company, alleging risks such as violation of the Subcontract Act, unreasonable demands, power harassment, ethical issues, and safety concerns, and demanding improvements to the working environment.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	26-Aug-25	
No.052_2025	July 16th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Malaysia	Dismissal	Within the company/group	The claimant was employed by a group company of a JaCER member company but was unfairly dismissed, so he filed a claim for investigation and relief.	JaCER notified the regular member company concerned of the case details. An agreement was reached through discussions between the parties at the Department of Industrial Relations Malaysia (JPPM) , which is under the purview of the Ministry of Human Resources.	Closed (response completed)	Closed (response completed)	1-Aug-25	17-Oct-25
No.051_2025	July 16th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Singapore	Religious considerations	Against other stakeholders	The claimant visited a group company of a regular member company and was unable to use the prayer room, so the claimant filed a complaint requesting appropriate consideration.	JaCER notified the regular member company concerned of the case details. Following verification by the member company concerned, the facts as alleged were confirmed. Consequently, an apology was issued to the claimant. Corrective measures were implemented at the site in question to prevent recurrence, and checks were conducted to confirm no similar issues exist at other overseas sites. Furthermore, lessons regarding appropriate religious considerations were shared internally. Based on these actions, this case has been closed.	Closed (response completed)	Closed (response completed)	30-Jul-25	14-Nov-25

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (Issues)	Case Category (Relations)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.050_2025	July 16th, 2025	JaCER Website	Community representative	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Occupational Health and Safety	By suppliers	The claimant filed a claim that work-related accident cases were not properly reported at business partners of a regular member company.	We received the following report from a regular member company: - As a result of our investigation, we found that appropriate measures had been taken as stipulated by the Industrial Safety and Health Act, and no facts were found that could lead to the concealment of a workplace accident. - Taking this report as an opportunity, the regular member company and its entire group have taken action not only to confirm compliance with laws and regulations, but also to work together to build a safe environment at their suppliers.	Closed (response completed)	Closed (response completed)	6-Oct-25	12-Dec-25
No.049_2025	July 15th, 2025	JaCER Website	Other	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Against other stakeholders	The claimant filed a complaint alleging that she/he had been restricted from taking paid leave by employees of a regular member company.	JaCER notified the regular member company concerned of the case details. Subsequently, the claimant withdrew the claim regarding this case, and it is therefore closed.	Closed (response completed)	Closed (response completed)	1-Aug-25	1-Sep-25
No.048_2025	July 14th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	China	Non-compliance	Within the company/group	The claimant alleged that an employee of a group company of a regular member company had committed acts that violated compliance and were having a negative impact on the company and its business partner.	JaCER notified the regular member company concerned of the case details. The company issued a cautionary notice to employees of its local subsidiary, informing them that even private conduct can adversely affect the company if it violates applicable laws, and reminding them of the need to act with awareness and responsibility as members of society.	Closed (response completed)	Closed (response completed)	26-Aug-25	18-Nov-25
No.047_2025	July 13th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Discrimination	Against other stakeholders	The claimant filed a complaint alleging that the content of a regular member company violated the human rights of Japanese citizens.	JaCER notified the regular member company concerned of the case details. JaCER determined that the content did not constitute a human rights violation against Japanese citizens and closed the case.	Closed (response completed)	Closed (response completed)	29-Jul-25	29-Jul-25
No.046_2025	July 7th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Disabilities	Against other stakeholders	The claimant is a relative of an employee of a group company of a member company, but has a disability and filed a complaint alleging that he was forced to transfer by the employee.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.045_2025	July 5th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Other issues	Against customers	The claimant is a general customer who used a domestic store operated by a JaCER member company, but felt uncomfortable due to the poor attitude of the counter staff who responded to the claimant, and filed a complaint demanding an investigation and apology.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.044_2025	July 5th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant was working at a domestic facility of a regular member company, but was continuously harassed by colleagues at work and took sick leave due to illness. Eventually, the company encouraged the claimant to resign, and the claimant resigned. The claimant filed a complaint alleging that the company's response was unfair.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	24-Jul-25	
No.043_2025	July 4th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Against other stakeholders	The claimant is a business operator who temporarily opened a store in the store of a regular member company, but filed a complaint requesting corrective action due to high-handed treatment by employees of the company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (Issues)	Case Category (Relations)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.042_2025	July 3rd, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Malaysia	Harassment	Within the company/group	The claimant worked for a group company of a JaCER member company, but was forced to resign due to power harassment by management. The number of resignations of other employees also increased, and the complainant filed a petition for improvement.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	24-Jul-25	
No.041_2025	July 1st, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Non-compliance	Within the company/group	The claimant filed a complaint requesting a warning and corrective action due to inappropriate behaviour by employees on the premises of a store operated by a group company of a regular member company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.040_2025	July 1st, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Taiwan	Other issues	Against customers	The claimant requested repair service for a product of a regular member company, but did not receive proper response, and filed a claim requesting improvement.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.039_2025	June 30th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant worked as a temporary employee at a group company of a JaCER member company, but was subjected to power harassment by the supervisor at work and, as a result, it's contract was terminated without just cause. The claimant filed a claim requesting an investigation into the matter.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	17-Jul-25	
No.038_2025	June 26th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Harassment	By suppliers	The claimant, a foreign subcontractor worker working at a domestic facility of a regular member company of JaCER, has been subjected to harassment and other inhumane treatment by the subcontractor and the regular member company, which has harmed his mental and physical health, and he filed a claim for prompt relief.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	17-Jul-25	
No.037_2025	June 25th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Middle East	Conflicts	By suppliers	The claimant filed a complaint alleging that the regular member company in question stop importing drones from a Israeli company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		
No.036_2025	June 23rd, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Non-compliance	Against other stakeholders	The claimant, a business manager who is an agent for a JaCER member company, filed a claim for abuse of a superior bargaining position after receiving an intimidating request from a representative of the same company that constituted harassment.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	18-Jul-25	
No.035_2025	June 21st, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Labor issues	Within the company/group	The claimant filed a complaint alleging that a group company of a JaCER member company improperly handled the claimant's personal information, resulting in the unilateral termination of the employment contract just before the start of employment.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	8-Jul-25	

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (Issues)	Case Category (Relations)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.034_2025	June 18th, 2025	JaCER Website	Representative of the rights holders	JaCER Member Company	Member company subsidiary/group company	Thailand	Labor issues	Within the company/group	The claimant is a relative of an employee who worked for a subsidiary of JaCER and died in an accident while working. The claimant filed a claim for compensation, alleging that the company had not provided adequate compensation to the bereaved family.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	9-Jul-25	
No.033_2025	June 18th, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Member company's business partner (supply chain company)	Japan	Other issues	Against customers	The claimant purchased a car from a non-member company, but had a dispute with the company over cancellation fees associated with changes to the vehicle, and filed a claim seeking resolution.	JaCER is in the process of confirming with the claimant that it is related to a regular member firm.				
No.032_2025	June 16th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Non-compliance	Within the company/group	The claimant alleges that executive appointments may have been improperly made at a subsidiary of a JaCER member company, and files a complaint requesting an inspection of the executive appointment process and internal dissemination of the information.	JaCER notified the regular member company concerned of the case details.	Monitoring	Corrective and preventive measures underway	2-Jul-25	
No.031_2025	June 14th, 2025	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Other issues	Against customers	The claimant filed a claim that its relative had been over-solicited for a credit card issued by a subsidiary of a JaCER member company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		16-Jun-25
No.030_2025	June 12th, 2025	JaCER Website	Other(anonymity)	Non Member Company	Member company subsidiary/group company	Thailand	Compensation	Unknown	Under confirming	JaCER is in the process of confirming with the claimant regarding the content of the report.				
No.029_2025	June 6th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, acting as a representative of an employee working for a group company of a JaCER member company, filed a complaint requesting corrective action on the grounds that the employee had been subjected to remarks that constituted harassment by his supervisor.	JaCER and a JaCER member company attempted to verify the facts with the company concerned, but since both were unable to contact the whistleblower for a certain period, the company decided to implement and continue measures such as harassment education, raising awareness, and promoting the consultation desk as preventive measures against recurrence. JaCER confirmed the above and decided to close this case.	Closed (response completed)	Closed (response completed)	16-Jun-25	29-Jul-25
No.028_2025	June 2nd, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Non Member Company	Japan	Labor issues	Within the company/group	The claimant was employed by a non-member company but was forced to resign due to illness. He attempted to return to work but was not rehired by the company, so he filed an objection.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.027_2025	May 23th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Other issues	Against customers	The claimant, a user of a credit card provided by a JaCER member company, filed a complaint against the response by the card's customer center.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	26-May-25
No.026_2025	May 22th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Within the company/group	The claimant, an employee of a group company of a JaCER regular member company, filed a complaint alleging that he suffered a disadvantage when he accused the company's management of power harassment and was evaluated by the company as having a mental disorder and was recommended to resign.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	6-Jun-25	

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (Issues)	Case Category (Relations)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.025_2025	May 18th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Other issues	Against customers	The claimant filed a complaint regarding the return of merchandise purchased from a JaCER member company's online store.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	19-May-25
No.024_2025	May 17th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Other issues	Against customers	The claimant, a customer who purchases and uses a product of a JaCER member company, alleged that the response of the sales agent and customer service center regarding the failure of the product was inadequate.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	23-May-25
No.023_2025	May 16th, 2025	JaCER Website	Other	Non Member Company	Unknown	Colombia	Other issues	Against customers	The claimant filed a complaint against tire products sold by a non-member company.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.022_2025	May 16th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Other issues	Against customers	The claimant is a credit card user of a subsidiary of a JaCER member company, and claimed that the procedures were conducted based on incorrect registrant information.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	17-May-25
No.021_2025	May 1st, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	India	Indigenous/local people's rights	By financing partners	The claimant filed a petition demanding that the JaCER member companies not provide loans, etc. to an Indian company because the company is unfairly persecuting community people who oppose the local business and violating the rights of local residents, until an investigation and corrective measures are completed.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	30-May-25	
No.020_2025	May 1st, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	India	Indigenous/local people's rights	By financing partners	The claimant filed a petition demanding that the JaCER member companies not provide loans, etc. to an Indian company because the company is unfairly persecuting community people who oppose the local business and violating the rights of local residents, until an investigation and corrective measures are completed.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	30-May-25	
No.019_2025	May 1st, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	India	Indigenous/local people's rights	By financing partners	The claimant filed a petition demanding that the JaCER member companies not provide loans, etc. to an Indian company because the company is unfairly persecuting community people who oppose the local business and violating the rights of local residents, until an investigation and corrective measures are completed.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	30-May-25	
No.018_2025	May 10th, 2025	JaCER Website	Proxy(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant reported a power harassment case to JaCER on behalf of an employee working for a subsidiary of a JaCER member company, but subsequently filed a complaint alleging that he had been subjected to a detrimental treatment by the company.	JaCER notified the regular member company concerned of the case details.	Supporting	Dialogue with the claimant underway	-	
No.017_2025	May 9th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Other issues	By other business partners	The claimant alleged that a transport truck, believed to be hauling supplies related to an JaCER member company, drove dangerously.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	9-May-25

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (Issues)	Case Category (Relations)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.016_2025	May 2nd, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Other issues	Against customers	The claimant, a credit card user issued by a subsidiary of a JaCER member company, filed an objection claiming that the payment was unjustified because he received a claim for payment due to unauthorized use overseas.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	13-May-25
No.015_2025	May 2nd, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant, an employee of a JaCER member company, has been subjected to conduct amounting to harassment, and has filed a claim against the company seeking corrective measures, including disciplinary action against the employee in question and thorough employee training.	JaCER notified the regular member company concerned of the case details.	Monitoring	Closed (response completed)	22-May-25	
No.014_2025	April 30th, 2025	JaCER Website	Proxy(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant's spouse, who works for a domestic affiliate of a JaCER member company, has been suffering from mental health problems due to power harassment by supervisors, and filed a complaint seeking to remedy the situation.	JaCER notified the regular member company concerned of the case details.	Monitoring	Fact-finding investigation underway	3-Jun-25	
No.013_2025	April 28th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, an employee of a group company of a JaCER member company, filed a claim for correction and relief, alleging that he was harassed because he was not given any work for a long period of time in the department to which he was transferred and his personnel evaluation was lowered as a result.	JaCER notified the regular member company concerned of the case details.	Supporting	Dialogue with the claimant underway	14-May-25	
No.012_2025	April 28th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Harassment	By other business partners	The claimant, who worked part-time at a domestic store of a JaCER regular member company, was subjected to comments amounting to power harassment by her supervisor at work, and filed a complaint requesting that the employee in question be warned.	JaCER notified the regular member company concerned of the case details. The company verified the facts and provided guidance to its business partner. No objections were raised by the claimant regarding the company's response. Therefore, the case is considered closed.	Closed (response completed)	Closed (response completed)	12-May-25	5-Aug-25
No.011_2025	April 26th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant filed a claim that she/he was interviewed for a job at a JaCER regular member company, but was subjected to an interview conducted by the person in charge that was reminding him of a police interrogation, which caused her/him mental distress.	JaCER notified the regular member company concerned of the case details.	Monitoring	Waiting for additional information from the claimant	4-Jun-25	
No.010_2025	April 25th, 2025	JaCER Website	Proxy(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Labor issues	Within the company/group	The claimant filed a complaint seeking improvements with respect to severance recommendations and personnel evaluations made by a subsidiary of a JaCER member company to its employees.	JaCER notified the regular member company concerned of the case details.	Monitoring	Corrective and preventive measures underway	25-May-25	
No.009_2025	April 24th, 2025	JaCER Website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Other issues	Against other stakeholders	The claimant, a sales representative for an agency that provides services of a regular member company, filed a claim for an apology and appropriate action because of the damage to his reputation and emotional distress caused by the company's failure to take appropriate action over the handling of a certain matter.	JaCER notified the regular member company concerned of the case details.	Monitoring	Dialogue with the claimant underway	4-Jun-25	

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (Issues)	Case Category (Relations)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.008_2025	April 21st, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant, a dispatched worker working at a domestic factory of a JaCER member company, was subjected to power harassment by a supervisor at the workplace and was told that she/he would be fired, and filed a claim requesting that this be withdrawn.	JaCER notified the regular member company concerned of the case details. The relevant member company conducted fact-checking and interviews with related parties at the domestic factories and dispatch companies pointed out, but the content of the allegation could not be immediately confirmed. The relevant member company shared the results with the complainant, but since it was difficult to continue dialogue due to the complainant being unreachable for a certain period, this case will be closed.	Closed (response completed)	Closed (response completed)	2-May-25	11-Sep-25
No.007_2025	April 20th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Against other stakeholders	The claimant filed a complaint alleging that the company should take appropriate action because an officer who was transferred from a group company of a JaCER member company to an outside organization repeatedly committed power harassment against related persons at the organization.	JaCER notified the regular member company concerned of the case details.	Monitoring	Corrective and preventive measures underway	12-May-25	
No.006_2025	April 20th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Labor issues	Within the company/group	The claimant, an employee of a domestic store of a regular member company, filed a petition requesting improvements because of insufficient staffing in the workplace and problems with labor laws and regulations.	JaCER notified the regular member company concerned of the case details. The member company engaged in ongoing dialogue with the claimant and, in addition to arranging personnel assignments as requested by the claimant, implemented improvements to its operational structure.	Closed (response completed)	Closed (response completed)	30-Apr-25	22-Dec-25
No.005_2025	April 16th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Non-compliance	Within the company/group	The claimant made allegations concerning internal public morals and personnel practices at a JaCER member company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	18-Apr-25
No.004_2025	April 1st, 2025	JaCER Website	Other	Non Member Company	Non Member Company	Japan	Other issues	In advertising and marketing	The claimant alleged that a website did not properly manage comments about celebrities, etc., and should be shut down.	JaCER notified the claimant that the content of the said grievance did not relate to regular member companies.				
No.003_2025	April 10th, 2025	JaCER website	Person affected by human rights violations	Regular Member Company	Business partner of regular member company	Turkey	Non-compliance	Against customers	The claimant purchased a product manufactured by a member company through a distributor, but since a product different from the one he purchased was registered and he did not receive the product he requested, he filed an objection requesting appropriate action.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	1-May-25	29-May-25
No.002_2025	April 6th, 2025	JaCER website	Person affected by human rights violations	Non Member Company	Non Member Company	Japan	Non-compliance	Against customers	The claimant filed a complaint alleging that the insurance agent, a non-JaCER member company, unfairly refused to sign the contract.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.001_2025	April 1st, 2025	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Within the company/group	The claimant, who was employed by a group company of a JaCER member company, filed a complaint alleging that she/he was wrongfully terminated from it's employment and that she/he was subjected to harassment by the company's managers in order to force her/him to resign. The claimant is demanding that the said managerial employee be punished and reinstated.	JaCER notified the regular member company concerned of the case details and issued the Initial Review Report. Following an investigation conducted at the member company concerned, no evidence of the unfair termination of employment or harassment alleged in the report was found. As the situation where communication with the claimant remains impossible persists, this case is hereby closed.	Closed (response completed)	Closed (response completed)	14-Apr-25	31-Oct-25