



## Grievance List

Last Update: 3-Jun-26

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:A)	Case Category (Issues:B)	Case Category (Relations)	Outline of Case	Progress	Status		Date of Initial review report issued	Closing Date
												JaCER	Reported Company		
No.039_2026	June 3rd, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	China	Harassment	Customer Abuse	By other business partners	The claimant, who is affiliated with a member company, has lodged a complaint alleging that she/he were subjected to unreasonable demands and harassment over a prolonged period by a representative of a client company.	JaCER notified the regular member company concerned of the case details.	Informed The Company Concerned	Receipt Of Report		
No.036_2026	May 30th, 2026	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Compliance Violation	Violations of Internal Policies	Against customers	The claimant is a consumer who uses a store operated by an affiliate of a member company and filed a complaint demanding an apology, alleging that she/he was the victim of fraud by an employee.	JaCER notified the regular member company concerned of the case details.	Assessing Eligibility	Report Received		
No.035_2026	May 27th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Humane Treatment	Unfair Performance Appraisals	Within the company/group	The claimant, an employee of group company of a member company, lodged a complaint demanding an apology and the reversal of the decision, alleging that she/he had been subject to an inappropriate transfer on the grounds that she/he could not be contacted whilst on paid leave.	JaCER notified the regular member company concerned of the case details.	Informed the company	Receipt Of Report		
No.033_2026	May 24th, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Compliance Violation	Unfair Competition/Trading Practices	Against other stakeholders	The claimant, who is associated with a business partner of a member company, has lodged a complaint seeking appropriate action, alleging that they have been subjected to harassment, unreasonable demands and pressure by representatives of the member company.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Fact-finding investigation underway		
No.032_2026	May 22nd, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Other Labour issues	Other Labour issues	Against other stakeholders	The claimant filed a complaint with the dispatching company, requesting an investigation and appropriate action regarding an employee dispatched from an affiliate of a member company, citing issues with the employee's work attitude and conduct at the host workplace.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Fact-finding in Progress		
No.031_2026	May 20th, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Abuse of Authority	Within the company/group	The claimant, a temporary worker employed by a domestic group company of a member firm, lodged a complaint requesting an investigation and appropriate action, alleging that permanent staff had made unreasonable work-related demands and inappropriate remarks towards temporary staff, and that there were also issues relating to occupational health and safety.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.030_2026	May 17th, 2026	JaCER Website	Community representative	JaCER Member Company	Member company's business partner (supply chain company)	USA	Indigenous Peoples and Local communities	Violations of the rights of indigenous peoples and local communities	By financing partners	The claimant filed a petition calling for the suspension of funding for an LNG export project in the United States being developed by a company financed by a member firm, on the grounds that the project was causing health risks to local residents and environmental concerns.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.029_2026	May 17th, 2026	JaCER Website	Community representative	JaCER Member Company	Member company's business partner (supply chain company)	USA	Indigenous Peoples and Local communities	Violations of the rights of indigenous peoples and local communities	By financing partners	The claimant filed a petition calling for the suspension of funding for an LNG export project in the United States being developed by a company financed by a member firm, on the grounds that the project was causing health risks to local residents and environmental concerns.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		

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												JaCER	Reported Company		
No.028_2026	May 17th, 2026	JaCER Website	Community representative	JaCER Member Company	Member company's business partner (supply chain company)	USA	Indigenous Peoples and Local communities	Violations of the rights of indigenous peoples and local communities	By financing partners	The claimant filed a petition calling for the suspension of funding for an LNG export project in the United States being developed by a company financed by a member firm, on the grounds that the project was causing health risks to local residents and environmental concerns.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.022_2026, No024_2026, No025_2026	May 13th, 2026	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Abuse of Authority	Within the company/group	The claimants submitted claims stating that, when recruiting a manager for a sports club operated by a company in which a member organisation has invested, the member organisation should verify whether the investee company has implemented appropriate measures to prevent harassment and carried out human rights due diligence.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	2-Jun-26	
No.021_2026	May 13th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Compliance Violation	Unfair Competition/Trading Practices	Against other stakeholders	The claimant argued that a member company was placing excessive demands on the workers of their business partner by refusing to accept necessary price increases and placing orders with tight deadlines, and lodged a complaint calling on the company concerned to take appropriate actions.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	1-Jun-26	
No.018_2026	May 10th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Privacy	Violations of the Right to Privacy	Against customers	The claimant, a customer of a member company, alleges that her/his personal information was collected inappropriately by staff at the shop in question. The claimant has also lodged a complaint alleging breaches of compliance in the handling of product returns, and are seeking an appropriate resolution, such as a refund.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.017_2026	May 4th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Rights of People with Disabilities	Violations of the Rights of Persons with Disabilities	Within the company/group	The claimant alleged that, whilst employed by a member company under the scheme for the employment of persons with disabilities, her/his health deteriorated as a result of receiving guidance from her/his line manager that lacked reasonable accommodation.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	26-May-26	
No.016_2026	April 29th, 2026	JaCER Website	Other	JaCER Member Company	Member company subsidiary/group company	South Korea	Gender	Human Rights Issues Relating to Gender (Including Sexual Minorities)	In advertising and marketing	The claimant pointed out that a public event sponsored by an overseas group company of a member company present issues and risks relating to gender and sexual violence, and submitted a petition calling for improvements and enhancements to human rights due diligence when considering sponsorship.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	25-May-26	
No.015_2026	April 28th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	India	Remuneration and Wages	Non-Payment of Remuneration or Wages	Within the company/group	The claimant is an employee at one of the member company's overseas factories. She/He was not paid the bonus normally granted by the local management and suffered retaliatory measures following her/his complaint to the company. Furthermore, as the company has issues relating to health and safety in the workplace and violations of labour laws, the claimant lodged a complaint requesting an investigation into these matters and appropriate action.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	22-May-26	
No.014_2026	April 27th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Abuse of Authority	Against other stakeholders	The claimant works for a subsidiary of a member company but has been subjected to unreasonable behavior by a supervisor at work; since the internal reporting system is not functioning properly, the claimant filed a complaint seeking appropriate action.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Fact-finding In Progress	-	

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												JaCER	Reported Company		
No.012_2026	April 23rd, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Other Labour Issues	Other Labour Issues	Against other stakeholders	The claimant filed a complaint with the dispatching company, requesting an investigation and appropriate action regarding an employee dispatched from an affiliate of a member company, citing issues with the employee's work attitude and conduct at the host workplace.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Fact-finding In Progress		
No.011_2026	April 23rd, 2026	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Harassment	Abuse of Authority	By other business partners	The claimant had been working as a temporary employee at a company affiliated with a member company; however, following the termination of her/his contract during the contract period, she/he filed a complaint seeking redress after being subjected to inappropriate behaviour by her/his line manager at that company.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response Under Consideration	19-May-26	
No.010_2026	April 23rd, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Netherlands, Serbia	Compliance Violation	Violations of Internal Policies	Within the company/group	The claimant suffered unfair treatment and retaliatory measures from the member company regarding the payment of medical expenses for a family member. Furthermore, the claimant lodged a complaint alleging that a person involved had inappropriately disclosed her/his business information to an external party, and sought appropriate compensation and disciplinary action against the persons concerned.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response Under Consideration		
No.009_2026	April 22nd, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Abuse of Authority	Against other stakeholders	The claimant, who is a business partner of a member company, lodged a complaint strongly protesting against and demanding improvements regarding harassment allegedly suffered at the hands of a representative of the member company in the course of business.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response Under Consideration	26-May-26	
No.007_2026	April 21th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Sexual Harassment	Within the company/group	The claimant, an employee of a group company belonging to a member company, was subjected to sexual harassment in the workplace. Furthermore, claiming to have suffered disadvantage in matters such as personnel transfers following her/his return from parental leave, she/he lodged a complaint with the company demanding appropriate action.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response Under Consideration	13-May-26	
No.004_2026	April 7th, 2026	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	Member company subsidiary/group company	Malaysia	Compliance Violation	Bribery and Corruption	Within the company/group	The complainant lodged a complaint requesting that the member company conduct an investigation and take appropriate action, on the grounds that a manager at one of its group companies had engaged in conduct that was inappropriate from a compliance perspective and that internal reports from employees had not been handled appropriately.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response Under Consideration	7-May-26	
No.003_2026	April 3rd, 2026	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Russia	Harassment	Abuse of Authority	Within the company/group	The claimants are employees working at an overseas branch of the member company. As the claimants' line managers have been making unreasonable demands and imposing disciplinary measures on the employees, and the employees are being prevented from speaking out within the company, the claimants have lodged a complaint requesting that the member company take appropriate action.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Fact-finding In Progress	22-Apr-26	

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												JaCER	Reported Company		
No.002_2026	April 1st, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Abuse of Authority	Against other stakeholders	The claimant, who is an associate of a company that does business with a member company, lodged a complaint seeking appropriate action, arguing that the member company's habitual practice of placing orders with short lead times constituted power harassment against the relevant personnels at the partner company.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding In Progress	21-Apr-26	
No.001_2026	April 1st, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Abuse of Authority	Against other stakeholders	The claimant was employed as a temporary worker at a group company of a member company; however, having been subjected to unreasonable demands by superiors at the workplace, she/he lodged a complaint requesting an investigation and appropriate action.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Fact-finding In Progress	22-Apr-26	