

Grievance List

Last Update: 29-Mar-24

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 (A)	Case Category (B)	Outline of Case	Progress	Status	
											JaCER	Reported Company
No.079_2023	March 18th, 2024	JaCER Website	Person affected by human rights violations	Regular Member Company	Group company of JaCER regular member	France	Labor and Employment	Discrimination based on ethnicity	The claimant, who works as a temporary employee for a group company in France of a regular member company, alleged that he was discriminated against on the basis of his ethnicity and origin.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration
No.078_2023	March 11th, 2024	JaCER Website	Other	Regular Member Company	Group company of JaCER regular member	Japan	Business Integrity /Harassment	Disciplinary Action Against Workers /Customer abuse of workers	The claimant, the employer of the "victim" in this case, filed a complaint against the regular member's group company, complaining of an unjustified punishment for the "victim's" involvement in the fraudulent act.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report.	Initial review report issued	Fact-finding investigation underway
No.077_2023	March 2nd, 2024	JaCER Website	Person affected by human rights violations (anonymity)	Non-Member Company	Non-Member Company	Japan/Vietnam	Labor and Employment	Inappropriate labor practices, nonpayment of wages	The claimant (anonymous) made allegations of inappropriate work assignments and unpaid wages at the non-member company in Japan.	In order to avoid retaliation against the claimant, JaCER did not notify the non-regular member company in question, but contacted the claimant by referring him or her to the appropriate help desks.	-	-
No.076_2023	February 24th, 2024	JaCER Website	Other (anonymity)	Non-Member Company	Non-Member Company	Japan	Other	General complaint	The claimant made a complaint regarding a logistics truck driver related to a JaCER non-member company (tire manufacturer) who had a moral problem.	The details of the case was notified to the non-member company.	-	-
No.075_2023	February 22th, 2024	JaCER Website	Person affected by human rights violations	Non-Member Company	Non-Member Company	Japan	Harassment	Abuse of authority to worker	The anonymous claimant made an allegation of harassment by an employee at a JaCER non-member company (insurance company).	The details of the case was notified to the non-member company.	-	-
No.074_2023	February 22th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The anonymous claimant made an allegation of harassment by an employee at a group company of a JaCER member company.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant, and issued an initial review report.	Initial review report issued	Dialogue with the claimant underway
No.073_2023	February 8th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The anonymous claimant made an allegation of harassment by an employee at a group company of a JaCER member company.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant, and issued an initial review report.	Initial review report issued	Fact-finding investigation underway
No.072_2023	February 2nd, 2024	Letter to JaCER	Other (anonymity)	Non-Member Organization	Non-Member Organization	Japan	Harassment	Abuse of authority to worker	The anonymous claimant filed a complaint alleging harassment in the work environment at a non-regular member organization and demanded improvements.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant.	-	-
No.060_2023	January 26th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Business partner of regular member company	Japan	Harassment	Abuse of authority to worker	The claimant filed a complaint alleging that they witnessed abusive language, including slanderous remarks, directed at an employee at a business partner of a regular member company.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant, and issued an initial review report.	Initial review report issued	Fact-finding investigation underway

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status	
											JaCER	Reported Company
No.055_2023	January 24th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Middle East	Responsible Business	Conflict	The claimants alleged that the JaCER full member group company is using raw materials from a country associated with an armed conflict in its products and demanded that the company stop using the materials from the country.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant, and issued an initial review report. The regular member company has confirmed that the raw materials used were not produced in areas associated with the conflict, and therefore, this case is closed.	Closed	Closed
No.041-044_2023, 062-63_2023	December 29, 2023 January 3rd, 24th, 31th, Feb 6th, 2024	JaCER Member company website	Other (anonymity)	Regular Member Company	Business partner of regular member company	Middle East/Japan	Responsible Business	Conflict	The claimants filed a complaint with a JaCER regular member company requesting that the company cease handling products from companies associated with the conflict in the Middle East region.	JaCER notified the regular member company concerned in this of the case, while giving due consideration to anonymity. JaCER conferred with domestic and foreign experts and issued the initial review report on this case. The regular member company is currently investigating the facts.	Monitoring after initial review report	Fact-finding investigation underway
No.037_2023	January 5th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	South Korea	Harassment	Abuse of authority to worker	The claimant, who worked for a group company of a regular member company, alleged that she/he resigned due to abuse of authority by the supervisors at the company.	JaCER notified the regular member company concerned of the case, while giving due consideration to anonymity. Subsequently, the regular member company concerned indicated that it would terminate its response to the case, which was pending in Korea, since the administration made a final judgment that no harassment had been found. JaCER is now considering how to respond.	Response under consideration	Closed
No.023-071_2023	December 16th, 19th, 21st, 2023, January 8, 9, 11th, 12th, 17th, 23rd, 26th, Feb 1st, 2nd, 2024	JaCER website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Middle East	Responsible Business	Conflict	The claimants alleged that a group company of a regular JaCER member has business relations with a military-related company and was involved in conflict activities.	JaCER notified the regular member company concerned of the case, while giving due consideration to anonymity. JaCER issued an initial review report on this case with reference to domestic and foreign experts as well. In the meantime, the regular member company concerned has undertaken a response and this case is therefore closed.	Closed	Closed
No.022_2023	December 16th, 2023	JaCER website	Proxy (anonymity)	Non-Member Company	Non-Member Company	Middle East	Responsible Business	Conflict	The claimant alleged that a JaCER non-member company has business relations with a military-related company and was involved in conflict activities.	JaCER notified the non-member company concerned of the case.	-	-
No.021_2023	December 7th, 2023	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant made an allegation of harassment by an employee at a store operated by a group company of a JaCER member company.	JaCER notified the regular member company concerned of the case, while giving due consideration to anonymity, and issued an initial review report. As a result of the investigation by the regular member company, the facts of the grievance were confirmed. The company took disciplinary action, etc., and both the victims and the claimant were satisfied, so the case was closed.	Closed	Closed
No.020_2023	December 5th, 2023	JaCER Website	Other (anonymity)	Non-Member Company	Non-Member Company	Japan	Responsible Business	Business Integrity	The claimant made an anonymous report that the non-member company concerned is providing dishonest information to its customers.	JaCER notified the non-member company concerned of the case.	-	-

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status	
											JaCER	Reported Company
No.019_2023	November 7th, 2023	JaCER Website	Person affected by human rights violation	Regular Member Company	Regular Member Company	Japan	Discrimination	Discrimination based on nationality	The complainant claimed to have received discriminatory comments from a superior.	JaCER notified the member company of the case and issued an initial review report. As a result of fact-finding by the company concerned, including interviews with the parties concerned, the perpetrator admitted some facts and showed remorse, and the victim accepted his intention to apologize. Since an agreement was reached between the parties, the case was closed.	Closed	Closed
No.018_2023	November 7th, 2023	JaCER website	Person affected by human rights violations (anonymity)	Regular member company	Group company of JaCER regular member	USA	Labor and Employment, Harassment	Termination of employment, Abuse of authority	The claimant was employed by a U.S. group company of a regular JaCER member company, but was terminated without just cause, and made allegations of harassment in the workplace.	JaCER notified the regular member company concerned of the outline of the case, and issued an initial review report, while giving due consideration to anonymity. The company is investigating the facts and considering how to respond.	Monitoring after initial review report	Dialogue with the claimant underway
No.017_2023	November 2nd, 2023	JaCER Website, E-mail	Representative of the rights holders	JaCER member company	JaCER member company's business partner	Australia	Responsible Investment	Respect for indigenous peoples' rights	The claimant, on behalf of 7 representatives of indigenous peoples in Australia, filed a grievance insiting that member company is financing offshore gas field development that violates the rights of indigenous peoples and demanding that the member company act responsibly as a financial institution.	JaCER accepted the grievance and notified the regular member company concerned of the grievance contents, and issued an initial review report. The company confirmed the facts and provided a response to the claimant.	Support for response after initial review	Dialogue with the claimant underway
No.016_2023	November 2nd, 2023	JaCER Website, E-mail	Representative of the rights holders	JaCER member company	JaCER member company's business partner	Australia	Responsible Investment	Respect for indigenous peoples' rights	The claimant, on behalf of 7 representatives of indigenous peoples in Australia, filed a grievance insiting that member company is financing offshore gas field development that violates the rights of indigenous peoples and demanding that the member company act responsibly as a financial institution.	JaCER accepted the grievance and notified the regular member company concerned of the grievance contents, and issued an initial review report. The company confirmed the facts and provided a response to the claimant.	Support for response after initial review	Dialogue with the claimant underway
No. 015_2023	Nov. 1st, 2023	JaCER Website	Person affected by human rights violation	Regular Member Company	Group company of JaCER regular members	USA/Japan	Harassment	Abuse of authority	The claimant alleges that she/he was subjected to harassment at the JaCER regular member company where she/he worked.	JaCER notified the member company of the case and issued an initial review report. The company is currently investigating the facts.	The Advisory and Mediation Panel underway	The Advisory and Mediation Panel underway
No.014_2023	Sep 25th, 2023	JaCER Website	Other (anonymity)	Non-Member Company	Non-Member Company	Japan	Labor and Employment	Invasion of privacy	The claimant made an allegation of unfair dismissal by a group company of a JaCER member company.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity.	-	-
No.013_2023	July 29th, 2023	JaCER Website (and trade union, etc.)	Person affected by human rights violations (anonymity)	Regular member company	Group company of JaCER regular member	Japan	Labor and Employment	Unfair dismissal	The claimant made an allegation of unfair dismissal by a group company of a JaCER member company.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity, and issued an initial review report. The regular member company considered its response and decided not to engage in further dialogue with the claimant, since it had already had sufficient dialogue with the claimant and the court had already ruled that the dismissal was justified.	Closed	Closed

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status	
											JaCER	Reported Company
No.012_2023	July 26th, 2023	JaCER Website	Proxy (anonymity)	Regular member company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority	The claimant reported, as a proxy, that there was an act of power harassment including violence and abusive language.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity, and issued an initial review report. The regular member company has conducted and completed a fact-finding investigation (interview with stakeholders), and is preparing and taking corrective and preventive measures to prevent harassment.	Closed	Closed
No.011_2023	July 19th, 2023	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of Authority	The claimant made an allegation of abuse of authority harassment by employees of a group company of a JaCER member company.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity. The regular member company concerned, including the group company, shall implement corrective and preventive measures for harassment prevention.	Closed	Closed
No.010_2023	June 26th, 2023	JaCER Website	Person affected by human rights violations (anonymity)	Regular Member Company	Regular Member Company	Japan	Labor and Employment	Unfair recruitment	The claimant alleged that she/he was treated unfairly in the application for employment with the regular JaCER member company concerned.	JaCER notified the member company of the case and issued an initial review report. The regular member company concerned shall implement measures to prevent recurrence in the recruitment and selection process.	Closed	Closed
No.009_2023	June 22nd, 2023	JaCER Website (and a trade union)	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Harassment	Abuse of Authority	The claimant alleges that she/he was subjected to harassment at the JaCER regular member company where she/he worked.	JaCER notified the member company of the case and issued an initial review report. The regular member company concerned is in ongoing dialogue with the claimant.	Monitoring after initial review report	Dialogue with the claimant underway
No.008_2023, 007_2023, 006_2023, 005_2023	June 9th and 11th, 2023	JaCER Website (1 of 4 claimants also contacted a channel of the member company concerned)	Consumers (including 3 anonymous)	Regular Member Company	Indirect Business partner of regular member company	Japan	Responsible Marketing	Human rights violations related to a business partner	This case was reported by 4 claimants (including three anonymous) with similar details. The claimants alleges that the regular member company concerned should take actions, such as immediately suspending contracts with the business partner who is allegedly involved in human rights violations.	JaCER has already shared the details of 4 similar reports with the regular member company concerned, and issued the initial review report. The regular member company concerned is in the process of requesting its business partner, which is alleged to be involved in human rights violations, to take actions, including providing remedies to the victims, through its agent. In the meantime, the company will not enter into any new contracts with the business partner.	Monitoring after initial review report	Corrective and preventive measures underway
No.004_2023	April 20th, 2023	JaCER Website	Person affected by human rights violations (anonymity)	Non-Member Company	-	Japan	Labor and Employment	Reemployment of worker	A case concerning reemployment in non-JaCER member company	As the case is related to a non-JaCER member company, giving due consideration to anonymity, JaCER notified it of the outline of the reported case.	-	-
No.003_2023	April 20th, 2023	JaCER Website	Person affected by human rights violations (anonymity)	Non-Member Organization	-	Japan	Discrimination	Discrimination against people with disabilities	A case concerning discrimination against a person with disabilities in non-JaCER member organization	As the case is related to a non-JaCER member organization, JaCER notified the claimant of the official contact point of the organization concerned.	-	-

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status	
											JaCER	Reported Company
No.002_2023	April 20th, 2023	JaCER Website	Person affected by human rights violations (anonymity)	Regular member company	Group company of JaCER regular member	Japan	Harassment	Abuse of Authority	The claimant works for a group company of a JaCER regular member company and was subjected to abuse of authority harassment by a supervisor.	JaCER prepared and issued an initial review report to the regular member company, giving due consideration to anonymity, and notified it of the outline and recommendations of the reported case. The regular member company concerned, including the group company, shall implement corrective and preventive measures for harassment prevention.	Closed	Closed
No.001_2023	April 20th, 2023	JaCER Website (and the member company's channel)	Person affected by human rights violations (anonymity)	Regular member company	Group company of JaCER regular member	Japan	Labor and Employment	Termination of employment	The claimant was unable to work as a result of an occupational accident (commuting accident), but was ultimately terminated from employment, and claimed that this was an unreasonable response.	JaCER prepared and issued an initial review report to the regular member company in question, giving due consideration to anonymity, and notified it of the outline and recommendations of the reported case. The regular member company concerned is in ongoing dialogue with the claimant.	Monitoring after initial review report	Dialogue with the claimant underway
No.003_2022	January 31st, 2023	JaCER Website	Person affected by human rights violations	Non-Member Company	-	Japan	Labor and Employment	Reemployment of worker	A case concerning reemployment in non-JaCER Member Company	As the case is related to a non-JaCER member company, giving due consideration to anonymity, JaCER notified it of the outline of the reported case.	-	-
No.002_2022	December 22nd, 2022	JaCER Website	Company affected by human rights violations	Regular member company	Group company of JaCER regular member	Japan	Labor/Contract Issue	Unfair Treatment (Supply Chain)	A subcontracted carrier, which is entrusted with work by a JaCER member group company in Japan, filed a complaint alleging that it received discriminatory treatment in comparison to other companies.	JaCER has already issued an initial review report. The JaCER member company concerned investigated the facts within the group and held dialogue with the claimant, which resulted in the claimant's understanding that there was no discriminatory treatment or violation of the subcontracting law. As there were no further complaints from the claimant regarding the business relationship, JaCER decided to terminate its responses to the case.	Closed	Closed
No.001_2022	November 2nd, 2022	JaCER Website (and the member company's channel)	Person affected by human rights violations	Regular member company	Group company of JaCER regular member	China	Labor and Employment	Dismissal of worker	The claimant reported that he/she was employed by a group company in China of a JaCER regular member, but was dismissed during the probationary period, and filed a petition to appeal the dismissal.	JaCER has already issued an initial review report. A JaCER member company and its group companies contacted and held dialogue with the claimant, but since it was difficult to reach a settlement between the two parties, the case was transferred to the judicial process. As a result of the above, JaCER decided to terminate its responses to the case.	Closed	Closed