

Frequently Asked Questions for Informants (FAQ)

What kind of reports can I file?

You can report issues to the JaCER regarding responsible corporate behavior, including human rights violations, environmental issues, and compliance matters related to member companies. You can also report the above-mentioned matters in relation to companies that are not member companies (or group companies). For example, you may report cases associated with the business of member companies, such as issues affecting workers of a member company's business partner, local residents, or clients. Additionally, you may report issues that have arisen at a portfolio company of a member company. We do not handle reports that fall outside the above definition, such as everyday complaints, dissatisfaction, or defamation.

What kind of organization is the JaCER, which acts as a liaison?

Japan Center for Engagement and Remedy on Business and Human Rights (JaCER) is an organization that receives reports of grievances against member companies and supports the member companies in redressing grievances by acting in a professional capacity based on the United Nations Guiding Principles on Business and Human Rights. The JaCER does not directly redress complaints of grievances (e.g., rectifying the issues or relief of the victims), but member companies are responsible for making an appropriate response.

Who can file a report?

Basically, any stakeholder who becomes aware of an issue eligible for reporting can file a report. In addition to the person affected by a human rights violation, involved parties—such as their proxy—can also file a report. A civil society organization, such as an NGO, or a labor organization related to the affected person can also file a report. If there is suspicion of misconduct, such as a human rights violation, by a member company, general citizens or consumers—who are not directly business partners of the company—can also file a report.

How should I write a report?

Please follow the questions in the grievance [form](#) and describe your grievance specifically and in detail. If the JaCER cannot fully understand the contents of your report, the case may not be handled properly. Please be aware that we may contact the informant for confirmation. If the informant does not respond within a certain period, we may close the case, as it is no longer possible to proceed with it.

Can I file a report without entering my name and/or contact details? Can I file a report anonymously?

Yes, you can. However, if you report without providing your name or contact information, we may be unable to verify the necessary information and process the case properly. Even if the informant's name and contact information are entered, you can choose not to share them with the relevant company. However, this may make it difficult to resolve issues, as the relevant company may struggle to understand the situation or be unable to compensate the victims.

Will the informant be contacted after filing a report?

An automated email confirming the receipt of the report will be sent to the email address provided by the informant. Later, if contacting the informant is possible, the company subject to the report, or the JaCER, will reach out to them for confirmation of the factual information, etc.

Could the informant face retaliation for filing the report?

The code of conduct prohibiting retaliation against informants applies to member companies of the JaCER. If you suspect that you have faced retaliation due to your report, please contact us with details, including who retaliated against you, etc.

Where can I file a report?

You can file a report on JaCER's website. We do not accept reports via email or phone. You can also submit a report to the claim contact desk or a similar department of member companies or public organizations. However, please note that in this case, their individual methods will apply, which may differ from those of the JaCER.

Examples of contacts other than JaCER:

- [OECD, Japanese National Contact Point](#)
- [JP-MIRAI portal \(Japan Platform for Migrant Workers towards Responsible and Inclusive Society\)](#)

Which languages are available for filing a report?

As a general rule, we accept reports in any language. We use translation tools or interpreters if necessary.

How long does it take for the JaCER to process a grievance report?

As soon as we receive a report, it will be forwarded to the relevant member company. As a

general rule, we provide an analysis of the case and advice on how to address the issue to the relevant member company within 14 working days. Afterward, the case will no longer be handled by the JaCER. The member company will take over the confirmation of the factual situation and handle the grievance. The timeline from JaCER's receipt of the grievance report to the completion of handling, as well as the member company's handling period, may vary depending on the content of the grievance report.

Is there a way to find out how the report is handled?

The relevant member company may contact the informant, but not in all cases. We publish a [grievance list](#) that enable you to check the progress of handling reports. However, the list does not show the names of informants and relevant companies. To find the relevant case, you will need the case number, date of the report, and contents of the report.

How is a grievance report closed?

A case is closed, for example, when the grievance is redressed, the factual situation cannot be confirmed, or we are unable to contact the informant for a certain period, even if contact is necessary. It will be marked as “closed” on the grievance list.

What is the difference between the JaCER and consultation centers for foreign residents?

The JaCER serves as a contact point primarily for receiving grievance reports regarding our regular member companies and does not handle consultations related to daily life.

Note: Consultations for foreign residents are available in multiple languages at the Citizen's Network for Global Activities (CINGA), local authorities, international exchange associations, etc.