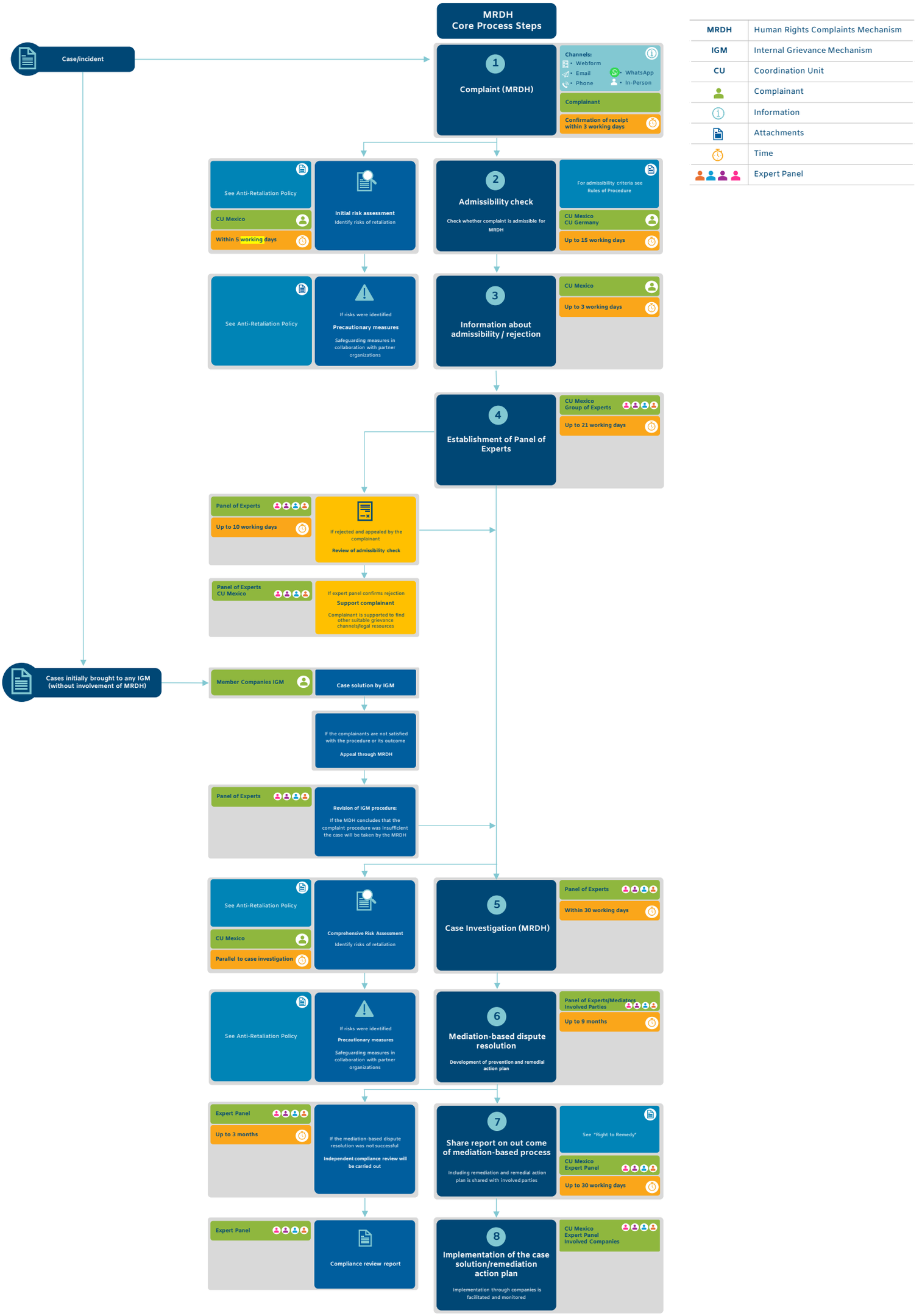
MRDH
Core Process Steps
Case/incident
1
Complaint (MRDH)
Channels:
Webform
Email
Phone
WhatsApp
In-Person
Complainant
Confirmation of receipt within 3 working days
See Anti-Retaliation Policy
CU Mexico
Within 5 working days
Initial risk assessment
Identify risks of retaliation
2
Admissibility check
Check whether complaint is admissible for MRDH
For admissibility criteria see Rules of Procedure
CU Mexico
CU Germany
Up to 15 working days
See Anti-Retaliation Policy
If risks were identified
Precautionary measures
Safeguarding measures in collaboration with partner organizations
3
Information about admissibility / rejection
CU Mexico
Up to 3 working days
4
Establishment of Panel of Experts
CU Mexico
Group of Experts
Up to 21 working days
Panel of Experts
Up to 10 working days
If rejected and appealed by the complainant
Review of admissibility check
Panel of Experts
CU Mexico
If expert panel confirms rejection
Support complainant
Complainant is supported to find other suitable grievance channels/legal resources
Cases initially brought to any IGM (without involvement of MRDH)
Member Companies IGM
Case solution by IGM
If the complainants are not satisfied with the procedure or its outcome
Appeal through MRDH
Panel of Experts
Revision of IGM procedure:
If the MDH concludes that the complaint procedure was insufficient the case will be taken by the MRDH
See Anti-Retaliation Policy
CU Mexico
Parallel to case investigation
Comprehensive Risk Assessment
Identify risks of retaliation
5
Case Investigation (MRDH)
Panel of Experts
Within 30 working days
See Anti-Retaliation Policy
If risks were identified
Precautionary measures
Safeguarding measures in collaboration with partner organizations
6
Mediation-based dispute resolution
Development of prevention and remedial action plan
Panel of Experts/Mediators
Involved Parties
Up to 9 months
Expert Panel
Up to 3 months
If the mediation-based dispute resolution was not successful
Independent compliance review will be carried out
7
Share report on out come of mediation-based process
Including remediation and remedial action plan is shared with involved parties
See "Right to Remedy"
CU Mexico
Expert Panel
Up to 30 working days
Expert Panel
Compliance review report
8
Implementation of the case solution/remediation action plan
Implementation through companies is facilitated and monitored
CU Mexico
Expert Panel
Involved Companies
MRDH
Human Rights Complaints Mechanism
IGM
Internal Grievance Mechanism
CU
Coordination Unit
Complainant
Information
Attachments
Time
Expert Panel