



## Filing of Complaints

The Forum does not have a complaints resolution mechanism. Complaints that are sent to the MFA Forum through its Secretariat will be handled in the following manner:

1. The complaint will be sent to the party that the complaint is about.
2. The organization/person filing the complaint will receive information about how to proceed with their complaint first by utilizing national methods for receiving and resolving complaints (i.e. labour courts or the tripartite mechanisms that operate in a country); international methods (i.e. OECD guideline mechanisms); and third-party mechanisms (such as by filing complaint with any/all multi-stakeholder organizations that the party is signed-on to, such as the FLA, SAI or ETI).
3. The MFA Forum has the right to exclude any participant deemed by the Executive Committee to be putting the reputation of the Forum, Forum participants, and the Forum's work at risk.