

Indicators

G4-LA16

NUMBER OF GRIEVANCES ABOUT LABOR PRACTICES FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS

- a. Report the total number of grievances about labor practices filed through formal grievance mechanisms during the reporting period.
- b. Of the identified grievances, report how many were:
 - Addressed during the reporting period
 - Resolved during the reporting period
- c. Report the total number of grievances about labor practices filed prior to the reporting period that were resolved during the reporting period.

GUIDANCE

Relevance

Disputes may occur over the labor practices of an organization's activities and relationships with others (such as entities in the supply chain). Effective grievance mechanisms play an important role in remediating impacts for labor practices.

Compilation

Identify existing formal grievance mechanisms. Formal grievance mechanisms may be managed by the reporting organization or by an external party.

Identify the total number of grievances about labor practices filed through formal grievance mechanisms during the reporting period.

Identify the total number of grievances addressed or resolved during the reporting period from both current year and prior year grievance filings.

If it will provide appropriate context on significant impacts, organizations are encouraged to break down the number of grievances by the nature and location of the grievance, and the party that filed the grievance. Parties that filed the grievance may include:

- Internal stakeholders (such as employees)
- External stakeholders (such as suppliers, local communities)
- Individuals or groups of people identified by:
 - Membership of underrepresented social groups
 - Other indicators of diversity

Definitions

See Glossary in *Implementation Manual*, p. 244

- [Formal grievance mechanisms](#)

Documentation sources

Potential sources of information include the organization's legal, compliance, procurement, purchasing, and human resources departments.