



SEMINÁRIO DE RESPONSABILIDADE SOCIAL

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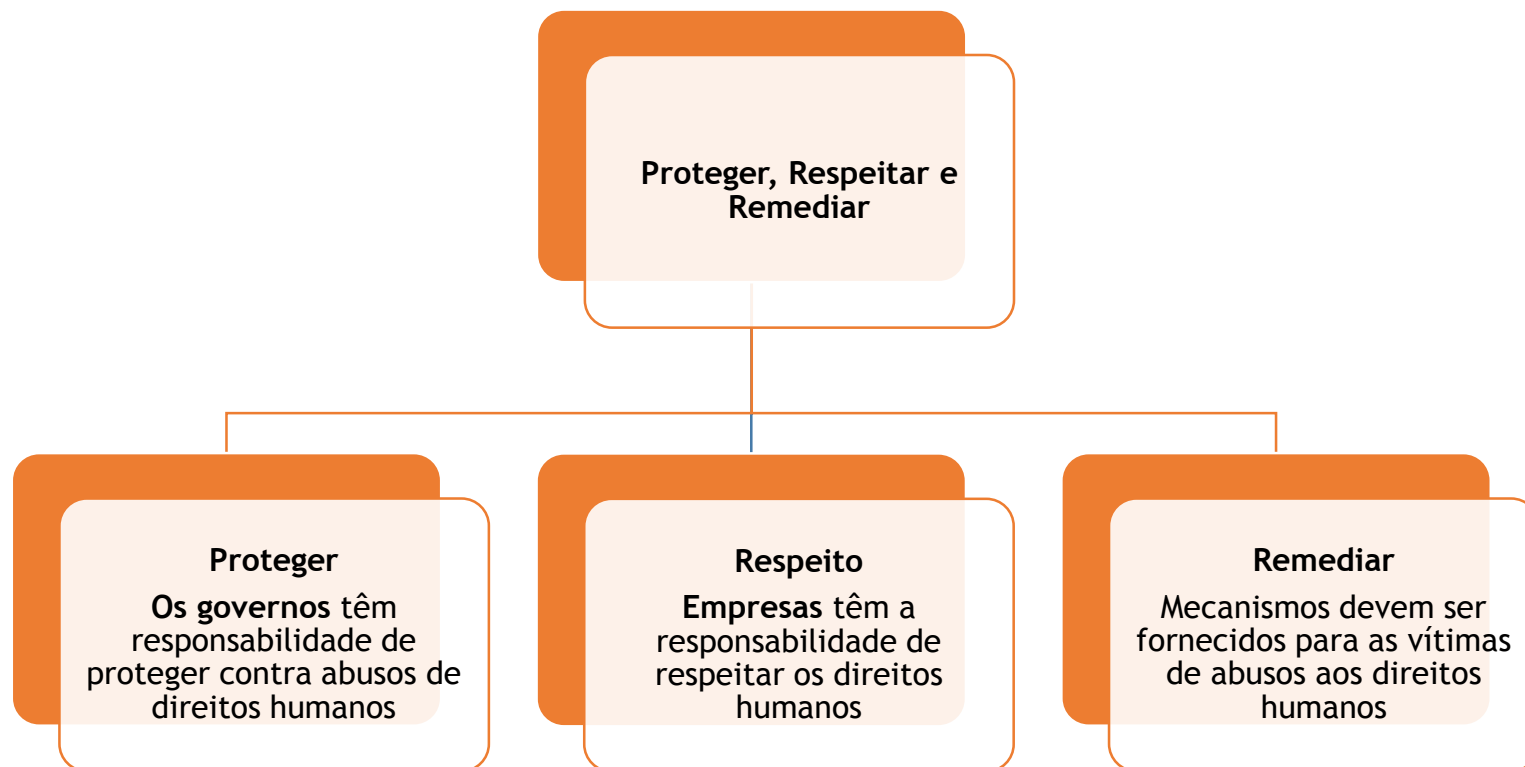
Mecanismo de Queixas e Reclamações

Sulema Pioli - ERM

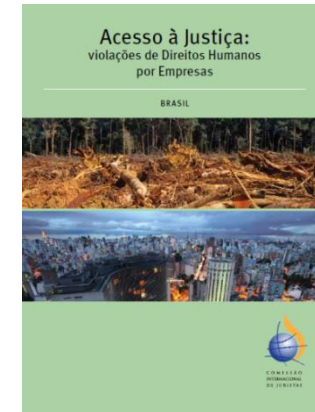
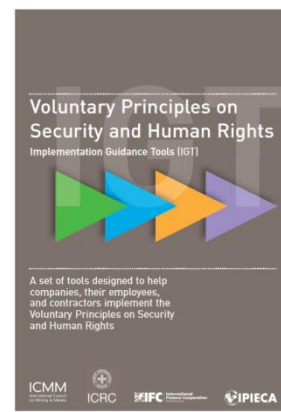
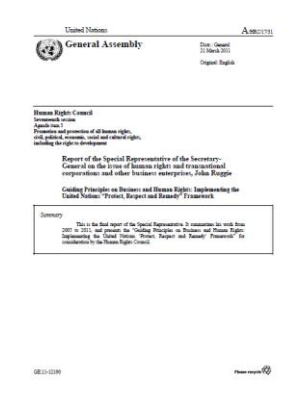
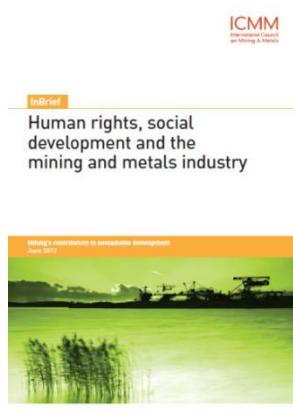
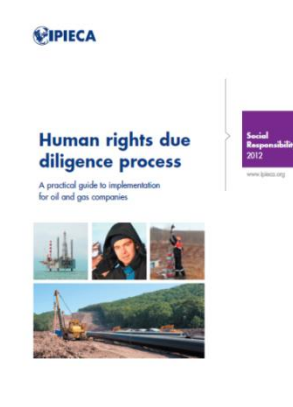
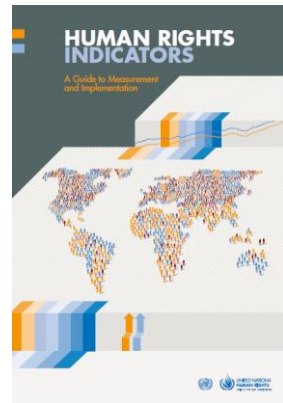
Conteúdo

- Direitos Humanos e empresas (responsabilidades e processos contínuos)
- Mecanismo (s) de queixas e reclamações
- Questões gerais de direitos humanos identificadas em mecanismos de queixas e reclamações e em mecanismos de denúncias

Direitos Humanos e Empresas



Referências



Declaração Universal dos Direitos Humanos (ONU/1948)

Programa Nacional de Direitos Humanos III (2009)

Mecanismos de queixas e reclamações

- Acesso a canais que viabilizem queixas e reclamações relacionadas a DH, relacionadas a atividades de negócios, devem estar disponíveis a partes interessadas
- Mecanismos de queixas versus mecanismos de denúncias
- Remediação



Human Rights & Grievance Mechanisms

Supporting you in seeking remedy for corporate misconduct

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Grievance mechanisms for human rights violations

Grievance mechanisms exist at the project, company, sector, national, regional and international levels. They may directly address a company's behaviour and responsibilities, a government's obligation to protect citizens or an institution's duty to comply with its policies and procedures. Grievance mechanisms also vary in objective, approach, target groups, composition, government backing, procedure and costs.



The Human Rights & Grievance Mechanisms programme has produced and gathered materials on the following mechanisms. Many of these – such as the OECD's Guidelines for Multinational Enterprises and the World Bank's Office of Compliance Advisor Ombudsman – have often been used by civil society groups seeking to address corporate misconduct.

Overview of:

- [International grievance mechanisms](#)
- [Regional multilateral development banks](#)
- [Regional human rights commissions](#)
- [Patchwork of non-judicial grievance mechanisms: types of mechanisms, functioning and limitations](#)

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Community Grievance Mechanisms toolbox

May 2014

This toolbox enables oil and gas companies to create, implement and raise awareness of Community Grievance Mechanisms (CGMs).

Wherever oil and gas companies do business, engaging with affected communities and responding to their concerns is essential to operating successfully whilst ensuring respect for human rights. Processes that allow concerns to be raised and remedied—also known CGMs—are an important method of achieving this aim.

The IPIECA CGM toolbox is based on the operational experiences of IPIECA member companies and is relevant for both companies who have existing CGM processes and those seeking to establish a CGM. More broadly, this toolbox encourages the implementation of the Access to Remedy pillar outlined in the United Nations Guiding Principles on Business and Human Rights.

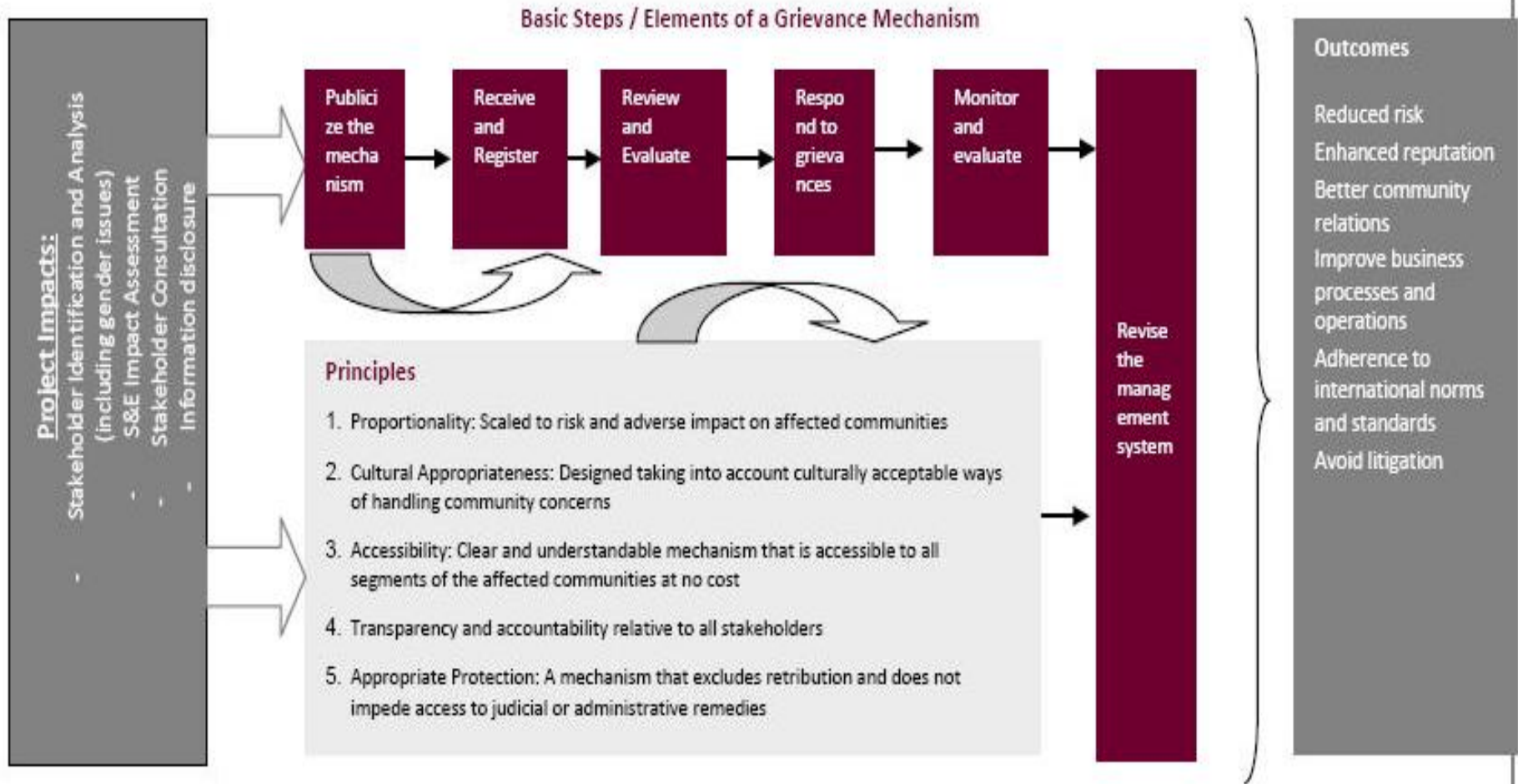
[Download zip \(English, 1.56 MB\)](#)

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Community
Grievance
Mechanisms
toolbox



Figure 1: Essential Components of a Company Grievance Mechanism



Fonte: http://www.dol.gov/ilab/child-forced-labor/images/EssentialComponentsofaCompanyGrievanceMechanism_lrg.jpg

Questões de DH no setor

- Práticas de trabalho e relações trabalhistas
- Aspectos de saúde e segurança
- Práticas e esquemas de segurança pessoal e empresarial (pessoas, patrimônio e ativos)
- Engajamento com comunidades (impactos e riscos sociais associados a reassentamento, p.ex.)
- Grupos ou pessoas vulneráveis (impactos e riscos em modos de vida, restrição de acesso a recursos etc.)
- Engajamento com fornecedores
- Diversidade, “equal pay”, eliminação da discriminação

Remediação

- Toda violação identificada por quaisquer mecanismos ou processos deve ser remediada
- Partes interessadas devem ter assegurada sua participação em processos de remediação (p.ex., MP, autoridades de saúde, parceiros de negócio, etc.)
- Se a situação que requer remediação envolve fornecedores, as suas operações devem ser continuamente monitoradas, compromissos de remediação devem ser formalizados ou serviços descontinuados

Remediação

- A empresa deve possuir mecanismos e processos de fornecimento de assistência técnica que assegurem apoio correções
- As ações de remediação devem ser sempre elaboradas com objetivo de correção e de prevenção efetiva de recorrência (identificação de causa raz para resolução)