



ICoCA COMPLAINTS FORM

INSTRUCTIONS

The International Code of Conduct Association (ICoCA) receives complaints from individuals (Complainant) or their representatives who are affected by activities of ICoCA Member private security companies. It offers a platform to Complainants to help them find a resolution for issues related to a Member Company's alleged violations of the *International Code of Conduct for Private Security Service Providers* (the Code).

This Code of Conduct includes principles regarding the conduct of private security company personnel, such as rules on the use of force, the prohibition of torture and other cruel, inhuman or degrading treatment or punishment, sexual violence, human trafficking, slavery and forced labor, child labor, discrimination and on apprehending and detaining individuals. It also contains principles on management and governance concerning the inclusion of the Code in management policy, the selection and vetting of personnel and subcontractors, training of personnel, management of weapons and other materiel of war, the working environment and harassment, incident reporting and the establishment of a fair and accessible grievance mechanism offering effective remedies.

The ICoCA accepts complaints that meet the following **conditions**:

- The company alleged to have breached the Code needs to be a **Member¹ of the ICoCA²**;
- The private security company activities that are the subject of the complaint could potentially **constitute a violation of the Code of Conduct**; and
- The Complainant(s) has (have) been allegedly **harmed by that activity**.

Complaints that do not meet these criteria, for example **purely contractual** or **personnel disputes**, will **not be considered**.

If your complaint meets these conditions, we kindly ask you to fill in the following Complaints Form or send us information about how to contact you.

¹ If the name of the company is not known, please provide other identifying information that will allow the Association to attempt to identify the company and determine whether it is a Member of the Association. Other identifying information might include photographs, vehicle markings, logo, or other symbols.

² Please see <https://www.icoca.ch/en/membership> to check the current list of ICoCA Members.

Please choose from the following options:

- Send it via **mail** to:
International Code of Conduct for Private Security Service Providers' Association
7bis, avenue de la Paix
CH-1202
Geneva Switzerland
- **Contact us by e-mail:** secretariat@icoca.ch
- **Call us via phone, Viber, WhatsApp or Skype** (We speak English, French, Spanish and German. If you do not speak any of these languages please write us a message in the language you prefer):
 - +41 22 727 07 54
 - Skype contact: [secretariat@icoca.ch](https://www.skype.com/contact/secretariat@icoca.ch)
- Write a message via **WhatsApp or Viber:**
 - +41 79 440 34 14

Please note that contacting the ICoCA on this matter does not exclude you from pursuing alternative proceedings for the resolution of the complaint.

All information you provide will remain **confidential** between the parties at all times, unless you specify in writing that certain information can be shared with other stakeholders. If you would like to submit this **complaint anonymously**, please indicate this in your complaint, explaining the reasons why. In this case the Secretariat will handle the complaint with special care, and take all reasonable steps to protect the identity of the Complainant.

Next Steps

1. The Secretariat will review the complaint received and check whether the conditions are met and the information is complete;
2. If the Secretariat has not received all information needed, it will return the complaint to the Complainant and explain the reasons. The Complainant can correct and re-submit the complaint;
3. Once the Secretariat has received all information needed and accepted a complaint for processing, it will write a confirmation to the Complainant. This includes information about confidentiality rules, the timelines and process;
4. Within 30 days³ of receiving a complaint accepted for processing, the ICoCA will inform the Complainant whether or not the company's mechanism is assessed to be viable and the next steps.

³ This time may be extended, as required, where the Complainant or his/her representative fails, for good reason, to timely respond to requests from the Secretariat for additional information.

Information about the victim

1. Are you submitting this form:

- As a Complainant?
- On behalf of the Complainant(s)?

Provide evidence showing the consent of the Complainant(s), or reasons for submitting without their consent.

If you submit the complaint on behalf of the Complainant, please explain her/his relationship to the subject of the complaint (for example "local landowner" or "former employee")

2. Your details:

Family name: _____

First name: _____

How can we contact you (phone, e-mail or other)?

If you would like to bring this complaint **anonymously** to the ICoCA, please explain **the reasons why**.

Information about the company

3. Name of the Member Company that is accused of harming the victim. If the name of the company is not known, please provide other identifying information that will allow the Association to attempt to identify the company and determine whether it is a member of the Association. Other identifying information might include photographs, vehicle markings, logo, or other symbols.

Name/Description of the Member Company:

Information about incident(s)**4. Please tell us what happened**

- **What** happened?

- **When** (Date/Time)?

- **Where** (Place)?

- **Witnesses** (if possible indicate name and your relationship to the witness)

Your confirmation

I hereby declare that I have reviewed the complaint and that all of the information provided in this form is true and accurate in all respects and for all the persons concerned.

Please tick this box if you agree: