NCP COMPLAINT PROCESS OVERVIEW

STAGE 1

INITIAL ASSESSMENT
(3 months - 5 months)

Complaint submitted
(using online submission form)
Request meeting to explain the NCP process

Enterprise informed of submission
Request meeting to explain the NCP process

Coordination
Consult with other NCPs to decide who should lead handling the complaint (2 months)

Ireland NCP leads
Inform parties and request a response from the enterprise

Ireland NCP transfers
Inform parties that another NCP will lead handling the complaint

Draft Initial Assessment
Statement shared with partes for factual review

Accepted Complaint - Publish Initial Statement
on NCP webpage and move to Stage 2

OR

Not Accepted Complaint - Publish Final Statement

STAGE 2

GOOD OFFICES
(6 months)

Offer of good offices extended to the parties

Do both parties agree to proceed to mediation?

YES

Appoint mediator, terms of referenced drafted and agreed with parties

NO

NCP invites parties to provide additional information to examine the issues raised

Mediation sessions take place

Did the parties reach an agreement?

YES

Mediation Agreement drafted with the parties and mediator

NO

NCP to examine issues raised

STAGE 3

FINAL STATEMENT
(3 months)

Request final submissions from parties
for consideration

NCP drafts Final Statement
Descriptive if an agreement was reached/ investigative if no agreement reached

Draft Final Statement
Statement shared with partes for factual review

Publish Final Statement
on NCP webpage

STAGE 4

FOLLOW-UP
(1 year later)

Seek updates from the parties
on updates regarding any recommendations or commitments referenced in the Final Statement

NCP drafts Follow-Up Statement
Reflecting the updates provided by parties

Draft Follow-Up Statement
Statement shared with parties for factual review

Publish Final Statement
on NCP webpage and close specific instance process

An Roinn Fiontar, Turasóireachta agus Fostaíochta
Department of Enterprise, Tourism and Employment