



Complaints procedure

1. General

All Swedwatch employees are individually responsible for compliance with the quality norms stated in the Policy established by the Board of Swedwatch and in its Methodology Guidelines. Before publishing, all studies are to be checked in-house at Swedwatch, by its member organisations and by one or two external experts within the field in question. Companies mentioned in Swedwatch reports are always provided with any information pertaining to them before publishing, and are given the opportunity to correct any factual errors.

Nevertheless, errors may occur and complaints may be submitted by companies or individuals concerning a specific study or individual details in a specific study. The following procedure applies in this context:

2. Commencement of the complaints procedure

Complaints can be sent by email to info@swedwatch.org or by post to Götgatan 100, 118 62 Stockholm, Sweden. A confirmation of receipt of the complaint will be sent within one week, along with a notification of the method by which the complaint will be handled. The complainant should receive a response from the responsible project leader within four weeks of submitting the complaint. The response shall be signed by Swedwatch's director or the chairman of the board. If more time is needed for a careful handling of the complaint, the complainant will be notified to this effect within these four weeks.

3. Appeal possibilities

If the complainant is not satisfied with how the complaint has been handled, he or she can appeal to the board of Swedwatch (see address above). Within one week of receiving the appeal against the handling of the complaint, a confirmation will be sent, indicating the handling of the appeal. The complainant should receive a response from the board of SwedWatch within six weeks. If more time is needed the complainant appeal will be notified to this effect within four weeks.

4. Handling of the complaint

Swedwatch's director will ensure that the complaint is handled carefully and according to the Complaints procedure. In principle, complaints are handled in a written procedure. Additional oral explanation is only deemed desirable in exceptional cases.

5. Handling of the appeal

The board of Swedwatch will ensure that the complaint on appeal is answered carefully. In principle, complaints on appeal are handled in a written procedure. Additional oral explanation is only deemed desirable in exceptional cases.

6. Disputes concerning the reliability of data

If the complaint or appeal relates to reliability of the information used, an independent verification commission, approved by the complainant as well as by Swedwatch, may be engaged during the handling of the complaint or appeal. The complainant will be notified of the conclusions of the verification commission in the context of the complaint procedure.

7. Correction possibility

If a complaint procedure results in a correction of published research results, the distribution of the corrected results must be in proportion to the original distribution of the disputed information.