NEW AND IMPROVED VEHICLES FOR REPORTING COMPLAINTS
In the past, automakers in Mexico have implemented mechanisms for submitting complaints, but their reach has been rather limited. A lack of transparency in the way information is processed, systems with narrow options, and limited reporting channels are the norm in an industry that has the potential to set standards on a global scale.

German auto manufacturers in Mexico, aware of this deficit and seeking to uphold human rights throughout their supply chain, decided to overhaul their complaint submission system.

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This system will offer a number of different reporting channels and convene an independent panel of experts to review the complaints. It will also employ ad hoc investigations to reduce the burden on potentially affected individuals and groups to present proof of their complaints. Similarly, the new mechanism will set higher standards that the German auto companies are already implementing across their other global supply chains.

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