



COMPLAINT SUBMISSION GUIDANCE



EMPLOYMENT STANDARDS OFFICE
QATAR FINANCIAL CENTRE

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BEFORE THE SUBMISSION

- Who can file a complaint?

QFC employees, former employees or other persons including employers can file a complaint to the Employment Standards Office to report a contravention of QFC Employment Regulations, Rules, Policies or Procedures issued under the same.

- Which matters the Employment Standards Office can investigate?

The Employment Standards Office can investigate alleged violations of QFC Employment Regulations and cannot accept anonymous complaints.

- In which cases the Employment Standards Office may refuse to accept a complaint?

The Employment Standards Office may refuse to accept, review, mediate, investigate or otherwise resolve a complaint or may stop or postpone any such activity if:

- The QFC Employment Regulations do not apply to the complaint;
- The complaint is frivolous, trivial or is not made in good faith;
- There is not enough evidence to prove the complaint;
- The Employment Standards Office, the Civil and Commercial Court or the Regulatory Tribunal has previously made a decision or an order relating to the subject matter of the complaint;
- The complainant has not taken the requisite steps specified by the ESO to facilitate resolution or investigation of the complaint, or
- The dispute that caused the complaint is resolved.

HOW TO FILL A COMPLAINT FORM

The complaint form must be completed with all information required. More accurate information will facilitate the assessment of the case and expedite the process.

- Fill out the complaint form

A complaint filed with the ESO must be in writing and contain the following:

- A. name, address and telephone number of the complainant and the complainant's representative (if any);
- B. name, address and telephone number (if known) of the respondent;



- C. details of the complaint including a concise statement of the relevant matters or alleged violation, the remedies sought by the complainant and list of documents attached to the complaint (if any);
- D. the relationship between the complainant and the respondent;
- E. the signature of the complainant; and
- F. the date on which the complaint is filed ("Effective Date").

Providing complete and accurate information for all fields ensures that your complaint will be processed in a timely manner.

The Employment Standards Office staff will contact you if certain information is missing.

- o Collect the documents

It is important to collect all relevant **documents** and attach them to the complaint to speed up the process.

- o Deliver the form to

**Employment Standards Office
QFC Tower 1
8th Floor
Sun-Thu from 7,30am to 4,00pm**

Should you wish to submit the complaint via email, please sign the form and send a scanned copy to **eso@qfc.qa**

- o Remember:
- Filing a complaint is free.
- If you file a complaint and provide all the required information, the Employment Standards Office will investigate your complaint.
- Complaints are investigated as quickly as possible. The time it takes to complete the process varies depending on the circumstances of each case.



AFTER SUBMISSION

- Assessment and Investigation of the Employment Standards Office

After receipt of the complaint the Employment Standards Office will conduct a preliminary assessment of the documents, evidences or grounds on which it is based; it may request further information and documents if deemed appropriate. If the Employment Standards Office accepts the complaint, it may exercise its investigative powers to determine the sequence of the proceeding.

- Determination of the Employment Standards Office

At any stage of the proceeding the ESO may discuss with the parties to explore the possibility to settle the dispute. If parties will not reach an agreement, the ESO will proceed with the investigation and make the determination giving both parties time for oral and written submissions before the determination is made. Copy of the determination is notified to both parties to their address for service.

If you need assistance in completing the complaint form, please contact the Employment Standards Office at 44967609 or send an email to eso@qfc.qa

