

**Read these top tips to understand what an effective remedy process looks like at your event:**

1. **Legitimate** – seen as fair and trustworthy by users, and free from interference.
2. **Accessible** – available to the intended users, without fear of or reprisal. Extra provision may be needed for specific groups, e.g. children, foreign language-speakers, people facing barriers to use.
3. **Predictable** – quick and timely remedy is especially important, given the time-bound nature of many events.
4. **Equitable** – should allow affected people to engage on a fair, informed, and respectful basis.
5. **Transparent** – users should be
6. kept informed about the progress of a complaint, and steps should be taken to respect user-confidentiality and prevent risks of intimidation, retaliation, or victimisation.
7. **Rights-based** – outcomes and remedies should align with international human rights principles. Human rights experts can advise on this. This will help to ensure that human rights harms are responded to quickly and prevent them from getting worse or the damage becoming irreversible.
8. **Based on engagement and dialogue** – the organisation will need to take steps to engage interested parties and affected groups in the design and performance of the grievance mechanism. This helps to ensure it meets the needs of users and secures stakeholder buy-in. The mechanism should prioritise dialogue as the means of addressing and resolving grievances, where possible.
9. **Made public** – the organisation should communicate publicly on its remedy process, e.g. on how the organisation knows if affected groups feel empowered to raise complaints; how it receives and processes complaints and assesses the effectiveness of the outcome; and how it identifies any patterns of complaints or concerns and uses these findings to learn lessons. This will help to demonstrate the organisation's respect for human rights and a willingness to be held accountable if/when things go wrong.
10. **A source of continuous learning** – regular reviews and analysis should be conducted on how the mechanism functions so that lessons can be learned and improvements made to policies and processes to prevent recurrence.