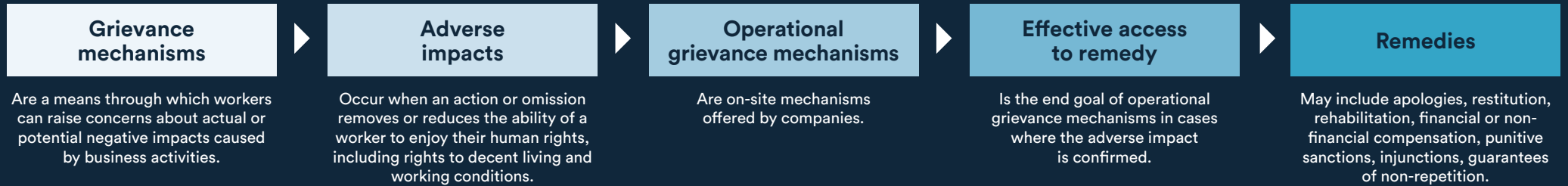


Grievance mechanisms for agricultural workers in the UK

What are grievance mechanisms?



Call to action for growers

1



Use grievance mechanisms as a risk management tool

- Grievance mechanisms can unlock operational and financial advantages:
 - timely identification of issues
 - prevention of issue escalation
 - meeting buyers' codes of conduct and audit requirements
 - improving labour relations
 - organisational learning

2



Offer on-site grievance mechanisms with an escalation plan

- Informal channels are common and acceptable, but make sure you have an escalation plan in place for cases that cannot be handled on-site
- Raise awareness / offer training to supervisors and site liaison officers on:
 - how to keep track of grievances
 - how to follow up on grievances
 - how to recognise triggers for escalation

3



Select scheme operators based on recruitment practice

- Ask for proof of a responsible recruitment approach
- Ask what they include in their pre-departure induction and if they are clear with workers about UK living / working conditions
- Verify the support they can offer you both on-site and off-site for preventing and handling grievances

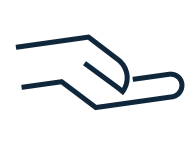
4



Implement a worker-centered approach

- Periodically inform workers on how they can file grievances and offer alternatives
- Offer a safe channel for women to report concerns
- Engage with workers after they have filed a grievance:
 - ask about their desired outcome
 - offer a clear timescale
 - directly communicate your decision
 - be clear about recourse or escalation processes

5



Ask for support!

- It is common to receive grievances - it means that your mechanism works and workers feel safe to report concerns
- You should not fear that collecting grievances will harm your reputation, as long as you address them
- Grievances can be very complex matters and it is unlikely you will have the knowledge and means to address everything
- Ask for support from the Seasonal Worker Scheme Taskforce, scheme operators and buyers
- Share your experience with other growers



Want to know more?

Read the report: *Seasonal migrant worker in the UK agricultural sector: grievance mechanisms and access to remedy*