

# Grievance mechanisms for agricultural workers in the UK

# What are grievance mechanisms?

Grievance mechanisms	Adverse impacts		Operational grievance mechanisms		Effective access to remedy	Remedies
Are a means through which workers can raise concerns about actual or potential negative impacts caused by business activities.	Occur when an action or omission removes or reduces the ability of a worker to enjoy their human rights, including rights to decent living and working conditions.		Are on-site mechanisms offered by companies.		Is the end goal of operational grievance mechanisms in cases where the adverse impact is confirmed.	May include apologies, restitution, rehabilitation, financial or non- financial compensation, punitive sanctions, injunctions, guarantees of non-repetition.
		Ca	all to action for grow	ers		
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#### **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 buvers' codes of conduct and audit requirements
- improving labour relations
- organisational learning



#### 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



#### **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



### Implement a workercentered 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



## 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: arievance mechanisms and access to remedy

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