

SMALLHOLDER FARMERS' CHECKLIST

COMPLAINTS MECHANISM

Farm name: Doedak Farm

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Country: South Africa

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Guide to the Checklist

The Checklist is an assessment and improvement tool to help make the process of implementing labour standards as easy as possible on your farm. It is a guideline to compliance and continuous improvement and identifies the actions that you must take, and what is best practice. Use it to identify where you are doing well with your labour practices and where you can improve.

Each Checklist has a total number of points that you can achieve. By completing the Checklist every year, you will be able to measure your continuous improvement of labour practices.

Using the online Checklist

1. Register and complete the online guide. Your responses to the questions in the guide will automatically show in the Checklist.
2. Each response is given a value. When you have completed the Checklist you will receive a total number of points. You can compare your total to the total possible number of points for the section.
3. When you reach the end of the online guide, you will be able to download the Checklist. Check the responses and make any changes if necessary.
4. Save the Checklist for your records.
5. Share the Checklist with your buyers if they ask for this.

Checklist: Complaints Mechanism

		YES	NO
	WHAT ACTIONS MUST YOU TAKE		
1	You have a complaints mechanism for workers on your farm, for example, a complaints box.	X	.
2	The complaints mechanism is confidential and includes any information provided as part of the mechanism.	.	X
3	You are committed to responding to complaints raised by workers.	.	X
	WHAT IS BEST PRACTICE		
4	You inform workers of the complaints mechanism and how they can use it.	.	X
5	You have a document that shows you have informed workers of the complaints mechanism (for example, a record of a workers' meeting, including date, who attended and what was discussed).	.	X
6	You provide workers with contact details of local organisations, which could be an NGO or NPO, trade union, or government or community body, who they could report a complaint to (if it is too difficult to raise an issue at work).	.	X
7	You have a document with the list of contact details of local organisations that you have given to workers.	.	X
8	There is an elected workers' representative who handles complaints in the workplace.	.	X

What complaints were raised by workers on your farm in the past year?

Demo Answer: My employees did not understand where they could lodge a grievance.

What actions have you taken to respond to workers' complaints?

Demo Answer: I utilised the LegalFundi platform to develop a grievance report mechanism which was communicated to the employees for future use.

What help and support (if any) do you need to comply with this section of the standard?

Demo Answer: We would appreciate support in finding credible organisations outside of our community who could help us.

