

## **1. Purpose of this Document**

This policy outlines the process for making and handling complaints related to Fruitful Jobs Ltd, specifically for candidates participating in the Seasonal Worker Scheme.

## **2. Policy Statement**

Fruitful Jobs Ltd is committed to effective recruitment practices. We encourage open feedback and ensure that complaints are addressed promptly. We strive for continuous improvement based on candidate feedback.

## **3. Providing Feedback**

Candidates can submit complaints or feedback via:

Email: [SWP@fruitfuljobs.com](mailto:SWP@fruitfuljobs.com)

Social Media (Instagram/Facebook)

Postal Mail: Fruitful Jobs Ltd, Smithy, Harewood End, HR2 8JT

Direct communication during farm visits

FFJ ID card welfare email address

Office phone number listed on the company website

Online complaints portal

## **4. Complaints Related to Overseas Recruitment**

If an individual claims to represent Fruitful Jobs Ltd and charges fees, report this immediately via [SWP@fruitfuljobs.com](mailto:SWP@fruitfuljobs.com).

We do not work with any recruiters that charge fees beyond UK government visa costs. Verify recruiters via our website.

If you have paid unauthorised fees, report details (including evidence) to us. We will assist in reporting to relevant authorities but cannot guarantee reimbursement.

Complaints about fairness in recruitment should be emailed to us with the recruiter's name and specific concerns. Investigations will typically conclude within two weeks.

Visa decision complaints should be directed to the UK Home Office. If related to an error in our documentation, contact us with your rejection letter.

## **5. Complaints During UK Placement**

Initially, address concerns with the HR or welfare contact at your farm.

If this is not possible, contact [SWP@fruitfuljobs.com](mailto:SWP@fruitfuljobs.com) or use other listed methods.

Provide supporting documentation, such as payslips or photos, if applicable.

Complaints will be investigated, and resolutions are aimed to be made within two weeks.



If the issue cannot be resolved, a transfer to another employer may be considered, except in cases of gross misconduct.

Workers should not pay any fees during their placement. Report any requests for payments immediately.

## **6. Complaints Against Fruitful Jobs Ltd Employees**

Complaints regarding staff misconduct should be sent to [info@fruitfuljobs.com](mailto:info@fruitfuljobs.com) with detailed information.

A director or compliance manager will investigate and respond within two weeks.

If unable to contact us, workers can escalate concerns to the Gangmasters and Labour Abuse Authority (GLAA).

## **7. Review & Monitoring**

Our compliance team reviews this policy annually or as needed to ensure its effectiveness and adherence to best practices.