



Fruitful Jobs Ltd Complaints / Remediation Policy SWS

1. What is this document?

- a. This document sets out the process for making and dealing with complaints from candidates applying to or partaking in the Seasonal Worker Scheme (Tier 5 visa).

2. Policy Statement

- a. Fruitful Jobs Ltd recognises that effective recruitment practices are fundamental to its success. Candidates who feel they have reason to make a complaint should be freely able to do so and responded to in a timely manner with all effort to rectify their complaints and/or concerns.
- b. We encourage feedback regarding all our services and constantly strive to make effective improvement where and when opportunities arise. The sooner we are made aware the sooner we can address the feedback and encourage prompt contact even if this is during a current placement.

3. How do I give Feedback?

- a. Email us at SWP@fruitfuljobs.com
- b. Via social media (Instagram / Facebook)
- c. Write to us: Fruitful Jobs Ltd, Smithy, Harewood End, HR2 8JT
- d. Tell us in person when we visit farms.
- e. FFJ ID card with welfare email address
- f. Office phone number located on Fruitful Jobs website
- g. Face to face during farm visit

4. Overseas Recruitment

- a. If you have a complaint about payment of fees to someone portraying they work or act for Fruitful Jobs Ltd please contact us immediately on SWP@fruitfuljobs.com or through any other mechanisms listed in point 3 and provide as much information as possible about the individual. DO not pay anyone fees.
- b. We promote on all of our media that we do not work with ANY recruiters that charge fees other than the cost levied by the British Government for the visa. Our website clearly lists the recruiters that we work with, if someone says they work with these, then CHECK with us, check if their email address matches the name of a recruiter that we work with, if you are not sure then CHECK with SWP@fruitfuljobs.com
- c. If you have paid someone who is falsely promoting that they work for us, we will attempt to assist you and will report this to the relevant authorities both in the UK (GLAA) and also the relevant authorities in the country in which they are operating. BUT we cannot guarantee you will be able to recover any of the funds that you have paid for.
- d. If you claim to have paid someone (money or gifts) that do work for one of the recruiters that we work with, then again please contact us on SWP@fruitfuljobs.com or through any other mechanisms listed in point 3, providing us with your name, contact details and as much information as possible regarding the complaint (what you paid, when you paid, how you paid, any evidence you have in terms of messages / bank payments etc).
 - i. We may request additional information from you to enable us to investigate the claim.
 - ii. We will aim to complete the investigation in 2 weeks.

- iii. If it is found that you have been charged a fee this will be reimbursed to you – please note we will ONLY be able to reimburse amounts that can be proven to have been paid with supporting documentation (such as bank transfers).
- e. If you feel during your overseas recruitment you have not been treated fairly during the recruitment process then please email us on SWP@fruitfuljobs.com or through any other mechanisms listed in point 3, with your name and contact details, the specific recruiter, and details of why you think you have not been treated fairly.
 - i. We will aim to respond in 2 weeks with outcomes of the investigation
 - ii. We may contact you for additional information to ensure we are able to investigate
- f. If your complaint concerns your visa decision, please be aware that this is made by the UK Home Office, we have no jurisdiction or input in the decision they make, and you would need to appeal using the process that will be detailed in your rejection letter.
 - i. If you feel the rejection is a result of information that we have provided (on the Certificate of Sponsorship) then contact us on SWP@fruitfuljobs.com along with your rejection letter and we will investigate and contact the Home Office on your behalf if appropriate. Under this circumstances we would aim to respond in 2 weeks either to confirm there was no issue with the information provided by us, or to confirm result from contacting Home Office, however if we have had to contact the Home Office that our response time will be determined by the speed in which we hear from them. We provide you with an update every two weeks.

5. Whilst on UK placement

- a. If you have a complaint about your placement in the UK in the first instance please speak to your HR or welfare contact at the farm, they are there to assist you with queries and will likely be able to help you.
 - i. If you feel that you are unable to speak to the welfare person at your farm you can contact us on SWP@fruitfuljobs.com or through any other mechanisms listed in point 3 or via the whats app group for your arrivals group. Please provide your name and contact details along with the complaint and/or concern that you have.
 - ii. We may ask you provide additional documentation (such as payslip copies or photographs that will back up your complaint).
 - iii. We will contact the farm and investigate the complaint; our aim will be to get any confirmed issues rectified so that you are happy with the outcome within 2 weeks of the complaint being made.
 - iv. If we are unable to rectify for you, then where possible we will look to transfer you to another employer, please note that if your complaint involved issues of dismissal for gross misconduct and you are found to be guilty of this, we will not be able to offer a transfer and you will be required to book ticket to return home.
- b. If you are asked to pay any fees whilst on a placement in the UK – PLEASE DO NOT PAY THESE!
 - i. There is NEVER any charge for a transfer (transport may need to be paid for depending on the circumstances of the transfer).
 - ii. No one employed by Fruitful Jobs Ltd will ask you to make any payments whilst in the UK
 - 1. If you are asked to pay money do not pay them and report it immediately to Fruitful Jobs
 - 2. If it is found that an employee of Fruitful Jobs has charged you we will refund you any money paid, this will need to be evidenced with bank transfers etc.
 - 3. If the person claims to work for us and does not and you have paid over money we will help you to report this to the relevant authorities but we will not be able to refund any money.

6. Your sponsor

- a. If your complaint concerns a member of our team – Fruitful Jobs Ltd, then please contact info@fruitfuljobs.com providing your name, contact details and details of the complaint. Please provide as much information as possible, we may ask for additional information to be able to investigate the claim.
- b. Your complaint will be handled by a director or compliance manager and we aim to respond to your claim (after all additional documents provided) within 2 weeks.
- c. If you feel that you cannot contact us then you can contact the GLAA and raise the issue with them to investigate.

7. Review & Monitoring

- a. Compliance responsible for monitoring the effectiveness of this policy and will review annually or as required.



Justin Emery

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