



Complaints Policy

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.

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.

Providing Feedback

Candidates can submit complaints or feedback via:

Email: 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

Complaints Related to Overseas Recruitment

If an individual claims to represent Fruitful Jobs Ltd and charges fees, report this immediately via 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 the relevant authorities, but we cannot guarantee reimbursement.

Complaints about recruitment fairness should be emailed to us, including 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 the issue relates to an error in our documentation, please contact us with your rejection letter.

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 or use one of the other listed methods.

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

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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.

Complaints Against Fruitful Jobs Ltd Employees

Complaints regarding staff misconduct should be sent to 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).

Review & Monitoring

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