



COMPLAINTS PROCEDURE

HOPS recognises that, for the majority of participants on the Seasonal Workers Programme, this will be the first long stay away from home. As such it will be an exciting, learning experience; but we also recognise that it can be a traumatic experience for some participants.

We want all participants to gain the most from their work experience: from learning about British agriculture, learning about our culture and earning money in the process. We are here to help participants get the most from their stay in the UK.

If participants have any concerns about their work placement, for example, with the work they are undertaking, the wages they are paid, accommodation or access to social and cultural facilities, in the first instance, they are asked to discuss these problems with their Supervisor or Farm Manager on the farm they are working on.

If the Farm is unable to resolve the participants' concerns satisfactorily, then the next stage is for the participant to contact the HOPS office; preferably by email hops@hopsls.com; post to HOPS Labour Solutions Ltd, YFC Centre, Stoneleigh Park, Kenilworth, CV8 2LG, or telephone 02476 698000. We may ask for telephone complaints to be followed up in writing. In the case of a wages query, we may ask for copies of wage slips together with precise details of the number of hours worked each day. We will then agree a suitable course of action to address these concerns. It is essential that all payslips are retained for this purpose and that a personal record is made of working hours.

After attempting to resolve the issue with the farm management, where a participant feels more comfortable doing so, for language or other reasons, they can contact their in-country representative. The representative will then faithfully relay the complaint to the HOPS team for investigation.

If participants have any complaints surrounding sexual harassment or abuse, these will be taken seriously and actively investigated. All complainants will be treated confidentially and with courtesy and fairness at all times.

The complaint will be investigated, which may involve contacting the farm/employer. The details of the participant making the complaint will be treated as confidential wherever possible and will not be shared with the host farm without their permission. Following the investigation HOPS will contact the participant with a detailed response to their complaint, confirming the outcome of our investigations and any solutions. We would aim to make an initial response to written complaints within four working days.

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018.

If the participant is not satisfied with the way their complaint was dealt with by the HOPS staff team, then they are invited to detail the nature of any concerns, in writing, to a HOPS Director. Wherever possible, this investigation will be dealt with by a director who was not involved in dealing with the initial complaint.