

Recording & data collection forms

Community-based grievance committees

Grievance recording

Code:

Community:

Grievance information

Date of grievance reported (DD/MM/YYYY)

____ / ____ / ____

Parties involved

1. Reporting party / Complainant Aggrieved party Witness

If witness: Name _____

Contact _____

2. Aggrieved party

Name _____

Contact _____

Position Worker Employer Manager Other _____

Sex Female Male Age Under 18 18 or older

Nationality

Community

Cooperative

3. Respondent

Name _____

Contact _____

Position Worker Employer Manager Other _____

Cooperative

4. Other party involved (optional) Aggrieved party Witness Other _____

Name _____

Contact _____

Grievance description (describe the issue)

Code:

Community:

Describe the issue (cont.) *Shade all that apply to the case*

- A. Poor/hazardous working conditions (no PPE, no break, etc.)
- B. Required to work longer hours than agreed or for weeks/months with no days off
- C. Performing tasks other than those agreed upon (for the employer or for any other party)
- D. Working for employers other than those agreed
- E. Working with no or very low wages / Not paid the agreed wage for the tasks performed
- F. Deliberate and/or systematic withdrawal of wages (or other benefits)
- G. Working for the creditor to pay off debt
- H. Not free to communicate with family and friends
- I. Not free to leave/terminate their job
- J. Threat of dismissal/dismissal
- K. Living in degrading conditions imposed by employer (deprived of food, decent housing, etc)
- L. Fully dependent on employer for basic needs (food, housing, care)

- M. Recruited without their consent
- N. Threats or violence (physical or sexual abuse, against the worker or their relatives)
- O. Not entitled to move freely or leave the work area
- P. Threats to be deported or reported to authorities (migrant worker)
- Q. Administrative documents (ID card, passport, etc) kept/confiscated by the employer
- R. Forced to take drugs or other substances
- S. The person feels in danger/fears reprisals (or their relatives)

- T. Dispute over sharing farm produce
- U. Worker refusing to perform agreed-upon tasks
- V. Work or sexual harassment
- W. Child protection issues
- X. Other (specify)

If at least one of these options is ticked, **refer the case immediately** to the district authorities

How long has it been going on?

Is there a written contract between the two parties?

Yes

No

Code:

Community:

Grievance resolution

Date(s) of meetings (DD/MM/YYYY)

1.	<input type="text" value="___ / ___ / ____"/>	3.	<input type="text" value="___ / ___ / ____"/>	5.	<input type="text" value="___ / ___ / ____"/>
2.	<input type="text" value="___ / ___ / ____"/>	4.	<input type="text" value="___ / ___ / ____"/>	6.	<input type="text" value="___ / ___ / ____"/>

Agreed decision of the committee and the parties *Shade all that apply to the case*

- | | |
|---|---|
| <input type="checkbox"/> Mediation and awareness-raising | <input type="checkbox"/> Provision of equipment |
| <input type="checkbox"/> Signing of contract | <input type="checkbox"/> Return of equipment |
| <input type="checkbox"/> Payment of the due amount | <input type="checkbox"/> Referral |
| <input type="checkbox"/> Compensation | <input type="checkbox"/> Other (specify) |
| <input type="checkbox"/> Share-cropping arrangement (farm or beans) | <input type="text"/> |
| <input type="checkbox"/> Termination of work relationship | |

Details of the resolution

Committee members involved in the management of the case (names)

1.	<input type="text"/>	6.	<input type="text"/>
2.	<input type="text"/>	7.	<input type="text"/>
3.	<input type="text"/>	8.	<input type="text"/>
4.	<input type="text"/>	9.	<input type="text"/>
5.	<input type="text"/>	10.	<input type="text"/>

Code:

Community:

Date(s) of follow-up (DD/MM/YYYY)

1.

3.

2.

4.

Comments on resolution progress

Status

Case has been referred

Date (DD/MM/YYYY)

To whom (office, name, contact,...)

Case resolved

Date (DD/MM/YYYY)

Any other action after referral or resolution

Awareness-raising activities

Awareness-raising activity

Date of awareness raising session (DD/MM/YYYY)

1. Type of awareness (shade the box applicable)

 Household Community method One-on-one Community information centre

2. Participants

 Total number of adults

Number of males

Number of females

 Total number of children

Number of boys

Number of girls

 Number of workers reached with awareness

 Number of employers reached with awareness

 Number of households reached with awareness

3. Topic(s) covered during the session

4. Tools and materials used for the session (shade all that apply)

 Picture box Posters Awareness videos Others (specify) Audio spots Flexi banners

5. Recommendations and comments

Contract signature activities

Code:

Community:

Contract signature

1. Contract duration

Date of contract signed

Date of end of contract (to be filled if not indefinite contract)

Is the contract...

New

A renewal

2. Parties involved

Worker

Name

Contact

Employer

Name

Contact

Cooperative

Witnesses (worker)

Name

Contact

Name

Contact

Witnesses (employer)

Name

Contact

Name

Contact

Committee member facilitating the signing of the contract

Name

Contact

3. Copy of the contract

To the worker

Yes

No

To the employer

Yes

No

To the committee

Yes

No

To the cooperative

Yes

No

This form was developed by the **International Cocoa Initiative** and is protected by an Attribution-NonCommercial-Creative Commons license. <https://creativecommons.org/licenses/by-nc/4.0/>

This means you are free to:

- Share — copy and redistribute the material in any medium or format
- Adapt — transform, and build upon the material

Under the following terms:

- Attribution — You must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use.
- NonCommercial — You may not use the material for commercial purposes.

