

## Creating Conversations and Solving Grievances



Sifa Moni (15), sharing her story with Mr. Halal Udin, GCT adviser

### Working together to create change

Young Power in Social Action (YPSA), a partner on the U.S. Department of Labor (USDOL) funded Child Labor Improvements in Bangladesh (CLIMB) project, established a Grievance Coordination Team (GCT) in August 2020 to resolve grievances raised by children working in child labor, family members, and the community in the dried fish sector (DFS). To ensure the GCT had the capacity to address cases brought to their attention, CLIMB offered several capacity development trainings to

selected stakeholder on the procedures, laws and policies related to grievance settlement. The GCT is comprised of 15 volunteer members selected from the civil society, lawyers, journalists and public representatives of Cox's Bazar. The members are well respected, and their judgements are honored by the community.

We found that in many communities, grievances are not properly addressed or resolved in a consistent, timely, and respectful manner. YPSA observed the challenges facing workers in the DFS, such as being deprived from wages, suffering abuse, physical assault and harassment and being subjected to hazardous working conditions. As a development organization and partner on CLIMB, YPSA worked to support those who were deprived from getting proper judgement against their complaints.

The GCT based at the Information Service Center (ISC) established by YPSA supports the DFS community to resolve their grievances. The service center adviser, Mr. Helal Uddin receives and records the grievances and mitigates with the assistance of the appropriate members of the GCT. YPSA follows-up on all identified cases to monitor and ensure justice. Between August 2019 and September 2020, YPSA has provided services to 23 plaintiffs of which four were boys, two were girls, eight were men and nine were women.

## Supporting the community

Sifa Moni, a 15 years old girl who used to work in a dried fish processing establishment owned by Mr. Kamal Saudargar of Nazirartek Cox's Bazar, submitted a grievance to the GCT. While working, Sifa often struggled with her employer in getting her wage in a timely manner.

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“WHEN I RAISED ABOUT THE DELAY OF MY PAYMENT, MR. KAMAL SAUDAGAR SCOLDED ME AND TOLD ME TO LEAVE HIS OFFICE. MY PARENTS ALSO APPROACHED HIM BUT RECEIVED THE SAME TREATMENT.”

- SIFA

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With the suggestions of other victims, Sifa contacted the adviser of the ISC and requested their support to resolve her grievance. A few days after filing her complaint, a representative of the GCT interviewed her to better understand her grievance. Later the GCT resolved the case by sitting with Sifa, her parents and Mr. Kamal Saudargar. Mr. Saudargar was briefed on the legal consequences of not paying wages and of depriving workers from their rights. Since then he pays Sifa regularly on time. This is a great way to support to the DFS community.