

Guidance document: Awareness-raising film and radio spots about community-based grievance mechanisms

What is a community-based grievance mechanism?

A grievance mechanism is a formal process that allows individuals to raise complaints about actions that may have impacted their human rights or labour rights. In cocoa production, the most common human rights and labour rights issues include a lack of formal contracts, withholding wages or workers performing tasks that were not specified at the time of recruitment. Grievance mechanisms can be used to investigate allegations of abuse, resolve disputes, provide remedies for those impacted, and ultimately prevent further harm.

Community-based grievance mechanisms can be put in place through effective community-level structures such as *Community Labour Protection Committees*. When a worker or an employer reports a grievance, the community-level committee mediates to resolve the conflict or refers the case to the relevant district stakeholders if it is too complex. Cases are then followed up until the situation is resolved.

Find out more about community-based grievance mechanisms in our [“Learning into Action” brief](#).

Raising awareness about community-based grievance mechanisms is essential to increase their use. ICI has developed a film and radio spots to increase awareness about labour rights in the context of cocoa farming and the existence of community-based grievance mechanisms in certain cocoa-growing communities in Ghana.

What are the film and radio spots about?

The film and radio spots depict various situations in which cocoa workers' rights have been breached. They explain how the community-level committee can assist workers whose rights have been violated. The film is in Twi with English subtitles, while the radio spots are available only in Twi.

Where to use the film and radio spots?

These materials **should only be used in cocoa-growing communities where community-based grievance mechanisms exist**.

Who is the target audience?

The target audience of these multimedia products includes individuals who may have been victims or have come across cases of labour rights breaches and/or forced labour situations. This includes cocoa workers, cocoa farmers and their families, cooperative leaders, cooperative members, and cocoa-growing community leaders and members, among others.

How to use the film and radio spots?

The film and radio spots can be played during awareness-raising sessions at the community or cooperative level in community centres, schools or other relevant locations. Facilitating a discussion on labour rights and community-based grievance mechanisms following the film screening can help reinforce the messages within the community.

The radio spots can also be played in community information centres, using portable megaphones, local radio stations or other broadcasting facilities.

Who can use the film and radio spots?

Community Facilitators, Community Labour Protection Committees, cooperatives, community-based associations, social workers or other relevant actors can use the film and radio spots within their awareness-raising activities.