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**“DECENT WORK & EMPLOYMENT GROWTH”**

**MINISTER FOR EMPLOYMENT, PRODUCTIVITY AND INDUSTRIAL  
RELATIONS, HONOURABLE JONE USAMATE,  
PARLIAMENT SITTING 5–16 March 2018**

**RESPONSE TO WRITTEN QUESTION 40/2018**

**Honourable Ro Kiniviliame Kiliraki To Ask The Minister For Employment, Productivity And Industrial Relations – Can The Minister Inform The House On The Number Of Complaints Received From Workers For The Year 2017 And The Status Of Those Complaints**

**Response to Written Question 40/2018**

<p><b>No of Complaints Received</b></p>	<p>In ensuring social justice, my Ministry under the Labour Standard Services mainly focuses on resolving employment complaints and also provides human resources advise on areas of annual holiday; sick leave; bereavement leave; maternity leave; arrears of wages; wages due; employment contracts; notice payment on termination; and non-provision of Certificate of Service to workers.</p> <p>In 2017, the Employment Ministry received a total of 2200 <i>complaints</i> on employment and employment standards.</p>
<p><b>Number of Complaints Settled</b></p>	<p>The Ministry has investigatged and settled a total of 634 complaints.</p>

<b>Recoveries</b>	The Ministry has recovered \$93,859.43 as payment for dues owed to workers in 2017.
<b>Number of pending complaints</b>	A total of 1566 complaints remain to be dealt with and are in the final investigation stages. Employers and workers will have to provide further details on wages and time records and contracts before the complaints are fully disposed and dues are paid to the workers.
<b>Number of complaint by sector</b>	<p>In 2017, the Ministry received the highest number of complaint from the Wholesale and Retail Trade recording a total of 483 complaints, followed by the Security Industry with a total of 303 complaints and subsequently the Hotel and Catering Industry with a total of 266.</p> <p>The highest number of complaints for these three industries was mainly on arrears of wages, overtime and meal allowance entitlement.</p> <p>The proactive workplace awareness will continue this year targeting all employers and workers in these sectors.</p>

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