

A case study demonstrating effective collaboration between ASOS and the Migrant Resource Centre to ensure successful grievance resolution



Context

The Migrant Resource Centre (MRC) was contacted by a migrant worker from Madagascar. He reported that he, and a further 10 Malagasy and Bangladeshi colleagues, had been moved by their employer to quarantine accommodation due to being diagnosed with Covid-19.

Grievance

- The rooms and toilets were dirty
- There were not enough beds, meaning some were forced to sleep on tables
- The food was inadequate and there were no cooking utensils
- There was no hot water
- They had not been provided with medication nor had they been visited by a doctor, despite them having respiratory issues due to their Covid-19 diagnosis.

The migrant workers raised their grievances with their employer, with no initial avail. As a result, they reached out to the MRC to report their case and request support for remediation. To substantiate their claims, the workers shared some pictures of the quarantine accommodation.

