

Accessing the WIETA Labour Desk Complaints Hotline

The WIETA Labour Desk is a vital resource for reporting human and labour rights violations within the wine industry. Workers and stakeholders can safely and confidentially report violations, ensuring compliance with the **UN Guiding Principles on Business and Human Rights** and South Africa's **Whistleblowing Act**.

How to Report:

- **Email:** Submit your complaints form to labourdesk@wieta.org.za.
- **Phone:** Call or text your complaint to WIETA's Whatsapp hotline on **+27 063 766 6548** for immediate support.
- **Online:** Visit www.wieta.org.za to submit your complaint.

For a formal complaint submission, please fill out the **WIETA Complaints Form**. This form requires detailed information on the nature of the violation, including:

1. **Complainant Details:** Provide your name, relationship to the workers affected, and contact information.
2. **Site Details:** Information on the WIETA member site where the violation occurred.
3. **Code Breach Details:** List and describe the sections of the WIETA Code being breached.
4. **Background Information:** Provide the scale, circumstances, and any immediate dangers related to the violation.
5. **Remedies and Actions:** Describe any previous attempts to address the issue (e.g., CCMA referral, union advocacy).
6. **Supporting Documents:** Attach evidence such as photos, reports, and other documents that can support the investigation.

Download the form from the WIETA website at www.wieta.org.za or contact the Labour Desk for assistance.

<https://wietaorg.sharepoint.com/sites/AUDITPROGRAMME/Shared%20Documents/INCIDENTS%20&%20VIOLATIONS/Complaints%20form.docx>

All complaints are treated with confidentiality, and whistleblowers can remain anonymous to protect their identity in line with South Africa's

T: +27 (0)21 880 0580 F: +27 (0) 21 880 0576

Datavoice House, 16 Elektron Street, Techno Park, Stellenbosch, 7600

www.wieta.org.za

WIETA Board: Chairperson Andre Van Niekerk (Robertson Co-Operative Winery) - | Deputy Chairperson Sharron Marco Thyse (CRLS) | | Heinie Nel (DGB) | Christo Conradie (SA Wines) | Dawid de Wee (EDWUSA) | Surina Burger (De Wet Cellar) | Stefan Oberholzer (Montagu Wine Cellar) | Willem Pieterse (BAWSI) | Benjamin Williams (ABUNTU) | Zolani Mbanjwa (FAWU) | Linda Lipparoni (CEO)

NPO Registration: 034-510-NPO



whistleblowing protections.

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