



Deployed on-site
with additional technical support available

SMS Grievance System

Workers need to be informed of their rights and entitlements, company regulations and policies, and general workplace information; however, conventional communication methods like posters, word-of-mouth and announcements over loud-speakers, do not have assured reach or effectiveness like mobile phone messaging does.



› SMS Dissemination (Outgoing)

Management will be able to reach all subscribed workers in a cost-efficient and timely manner.

Users control when messages are sent and to whom they are sent. Appropriate adjustments can change the frequency of delivery, or re-distribute the consignment among chosen recipients.

These messages can be scheduled based on the needs of the management (weekly, bi-weekly, monthly or ad hoc).

› How does it work?

This innovative tool allows for direct communication with workers or a targetted population through their mobile phones. This system serves two core functions, which is ready for use after installation and training.

1. SMS Dissemination System to broadcast messages to a large audience.
2. SMS Grievance System to receive and report incoming messages.

› SMS Grievance (Incoming)

The same hardware and software used in the SMS Dissemination System are used to operate the grievance system. The SMS Grievance System focuses on receiving grievances, feedback or suggestions from workers in an effort to provide better employment conditions.

In practice, this SMS Grievance System works much like a suggestion box. However, unlike handwritten notes, the SMS messages are already computerized, which eliminates time-consuming data entry.