



Complaint Filippa K China

FWF is responsible setting up a complaints procedure in production countries where FWF is active. The complaints procedure allows third parties to make complaints about the working conditions or the way the Code of Labour Practices is implemented in factories which supply FWF members. The responsibility of FWF includes investigating the complaint, verifying whether the agreed corrective action plan is implemented and public reporting. This complaint report gives an overview of a complaint filed to FWF, the investigation and agreed corrective action plan as well as how the outcome is verified. For more information on the complaints procedure see the FWF website. FWF also publishes an overview of complaints received in its annual reports.

1. Affiliate involved

Filippa K

2. Accused party

The complaint has been filed against a factory in China which is a supplier of the FWF affiliate Filippa K.

3. Date of receipt complaint

The complaint was received by the local complaints handler of FWF in China on 15 April 2009.

4. Filing party

One worker of the factory whose contact details are known to FWF but will be kept confidential.

5. The case

The complaint concerned the FWF labour standard payment of a living wage:

The worker complained about the fact that the factory prepared falsified payroll records and forced workers to sign fake pay slips whereas the actual wage for the plaintiff was 200RMB-500RMB lower than the wage in the falsified payroll records.

6. Admissibility

On 27 April 2009 FWF decided that the complaint is admissible as it relates to the Code of Labour Practices and the accused party has an active business relationship with an affiliate member of FWF.



7. Investigation

Members of the FWF audit team in China carried out separate phone interviews with the plaintiff and management of the factory in May 2009. As the interviews with the plaintiff and factory management led to conflicting findings, FWF and Filippa K agreed that FWF would carry out off-site worker interviews to further investigate the complaint.

FWF carried out off-site worker interviews in July 2009, after which a report on the results of the interviews was shared with Filippa K. In addition FWF assessed the outcomes of an audit which had been carried out at the factory on behalf of Filippa K in September 2008.

8. Findings and conclusions

FWF found that the complaint which was filed by the plaintiff (forcing workers to sign fake pay slips whereas the actual wage for the plaintiff is 200RMB-500RMB lower than the wage on falsified payroll records) was not grounded. However it was found that management of the factory systematically provided incorrect pay slips and payroll records when customers are arranging social audits.

The factory was found to make use of excessive overtime and that workers are not properly paid for overtime hours. FWF concludes that the factory falsifies pay slips and payroll records to mislead auditors on hours of work and payment of overtime premiums.

9. Corrective action

FWF and Filippa K discussed the results of the complaints investigation in September 2009. In addition FWF gave Filippa K guidance on how to proceed with the supplier regarding discussion of the outcomes of the complaint investigation. A representative of Filippa K visited the supplier in October 2009 to discuss the results of the investigation with factory management.

As management of the factory disagreed with the results of the complaint investigation, Filippa K and FWF decided to deploy a local expert from FWFs local stakeholder network to facilitate further dialogue on the complaint. This consultant visited the factory in April 2010. After the meeting with the local expert, the factory agreed with Filippa K to a corrective action plan to remediate the above mentioned points for improvement.

10. Verification:

FWF will carry out a factory audit to verify improvements after corrective action has taken place. The time of this factory audit has not yet been decided.