

Complaint – Acne Studios – China

Status: Closed

FWF is responsible for 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. Member company involved

Acne Studios.

2. Accused party

A factory located in China supplying Acne Studios.

3. Date of receiving complaint

The complaint was received on 2 December 2015.

4. Filing party

A worker that is currently employed by the factory.

5. The complaint

The complainant claimed that on 27 November she received a position transfer notice from the management team of the factory that she was transferred to the mending section in the finishing section. The complainant did not want to accept the transfer because the mending section is paid by piece rate. Moreover, there is not sufficient work in the finishing section. This would mean that after the transfer she would make less money than in the knitting section where she was paid by monthly wage (3500 to 3600 RMB per month).



The complainant informed FWF that as of 1 December 2015, she could not punch her time card to record her working hours in the knitting section. When she approached the management team for mediation; the administration manager told her she will only be able to log her working hours if she agrees to work in the mending section.

6. Admissibility

FWF decided that the case is admissible on 7 December 2015.

The factory is an active supplier of Acne Studios, a member of FWF.

The case is relevant to the following labour standards of FWF's Code of Labour Practices:

- Labour standard 8: A legally binding employment relationship

7. Investigation

FWF informed Acne Studios about the case.

On 11 December 2015 our complaints handler called the complainant again to ask her on whether to raise it as an official complaint. She said that although she is not happy in the finishing section, she needed a bit more time to reconsider it.

When the complaints handler called again on 19 January 2016, the complainant informed her that she does not want to raise an official complaint. She understands it is the factory's internal work position adjustment.

8. Findings and conclusions

N.a.

9. Remediation

N.a.

10. Verification

N.a

11. Evaluation by the complainant

N.a