

Complaint – Blutsgeschwister GmbH – China

Status: resolved

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. Affiliate involved

Blutsgeschwister GmbH (Germany)

2. Accused party

The complaint was filed against a factory in China which is a supplier of Blutsgeschwister GmbH.

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in China on 30 December 2013.

4. Filing party

A worker that is currently employed by the factory, whose identity is known to FWF, but will remain confidential.

5. The complaint

On 30 December the plaintiff contacted FWF's complaints handler through the QQ Chinese chat service. The plaintiff claimed three month wage was withheld, from 1 Oct to 20 Dec 2013. At the time of hire, the worker agreed with the factory on a wage 3300 RMB per month.

The plaintiff also mentioned 7 other colleagues experience the same delayed payment. The workers are planning to report the case to the local labour bureau.

6. Admissibility

FWF decided that the case is admissible on 30 December 2013.

At the time of receiving the complaint the factory is an active supplier of Blutgeschwister, an affiliate of FWF.

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

- Payment of a living wage.

7. Investigation

On 31 December FWF informed Blutgeschwister about the case. FWF checked with the plaintiff if he was willing to disclose his identity which was the case. The plaintiff reported he intends to leave the factory and therefore agreed to disclose his identity.

Blutgeschwister responded immediately and in consultation with FWF, took the following steps:

1. On 3 January, Blutgeschwister informed the supplier about the complaint received.
2. The affiliate discussed the specific case of the worker, but in addition stressed this seemed to be a collective issue experienced by several workers.
3. Blutgeschwister instructed the management board to pay the outstanding wages directly, so workers can visit their families on Chinese New Year.
4. Blutgeschwister announced that this matter will get top priority in the CAP and will be discussed during a meeting in China in February.

On 6 January 2014, management of the factory replied it had indeed difficulties to pay October wages due to tight funds. Management also informed the company the case was reported to the labour bureau.

8. Findings and conclusions

Based on the above investigation, FWF finds the complaint delayed payment was grounded.

9. Remediation

On 9 January 2014 Blutgeschwister received the message the due wages were paid on 9 January. Both the adequate response by Blutgeschwister and the interference of the local labour bureau sped up the process for the factory to not further delay the payment.

The affiliate will prioritize the payment of living wage issues in the Corrective Action Plan.



10. Verification

FWF's complaints handler has verified with the plaintiff on 6 February 2014 that all the due wages have been paid.

11. Evaluation by the complainant

The plaintiff thanked FWF and the affiliate for their involvement in solving this case. The worker indicated to contact FWF again should there be any problems in the future.