

Complaint – Mammut Sports Group CH – 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

Mammut Sports Group CH (Switzerland, hereafter Mammut)

2. Accused party

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

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in China on 11 April 2014.

4. Filing party

The complaint was filed by a worker employed by the factory.

5. The complaint

On 11 April 2014 a worker contacted FWF through the Chinese QQ system to complain his employer refused to accept his resignation. The worker was still in his probation period and wished to resign from the factory as soon as possible. His probation period was from 18 February to 18 April 2014.



6. Admissibility

FWF decided that the case is admissible on 11 April 2014.

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

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

- Employment is freely chosen;

7. Investigation

Mammut immediately notified the supplier and requested a response of management.

Shortly after, the plaintiff contacted FWF again to inform FWF he had a meeting with his employer where they came to a mutual decision that he will resign from the factory at the end of May 2014.

8. Findings and conclusions

According to the legal requirement, a worker who is in probation period can resign from a factory without an advance notice of 30 days. The other way around, an employer is able to dismiss the employee without advance notice. The factory shall grant permission to the worker to resign per the end of May 2014 without conditions and all due wage and benefits shall be fulfilled.

9. Remediation

This case was quickly resolved after Mammut informed the supplier of the complaint. The plaintiff came to an agreement which was acceptable to both parties.

10. Verification

FWF verified with the plaintiff this decision was acceptable to him.

11. Evaluation by the complainant

The plaintiff was happy to stay a bit longer at the factory. He thanked FWF and Mammut for the cooperation.