



## Complaint – Acne Studios – Turkey

*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

Acne Studios

### 2. Accused party

The complaint has been filed against a factory in Turkey which is a supplier of the FWF affiliate Acne Studios.

### 3. Date of receipt complaint

25 October 2010

### 4. Filing party

An anonymous worker called the complaints handler.

### 5. The case

The complaint concerned the FWF labour standards Safe and healthy working conditions as well as the management system requirement Communication and consultation.

The worker describe harsh treatment by management and supervisors, including several forms of harassment occurring over the past year. The plaintiff did not leave name or number because of fear of retaliations from factory management.

### 6. Admissibility

On 25 October 2010 FWF decided that the complaint is admissible as it relates to the FWF Code of Labour Practices and the accused party has an active business relationship with an affiliate member of FWF.



## 7. Investigation

A FWF factory audit was carried at the factory to verify both the social compliance program of Acne and the accusations brought forward in the complaint.

## 8. Findings and conclusions

The factory audit carried out confirmed the issues raised by the plaintiffs regarding harassments, verbal and physical abuse in the factory.

## 9. Corrective action

In order to structurally come to terms with the situation, FWF strongly suggests that:

1. The factory set up an effective worker representation system.
2. The factory establish a clear disciplinary procedures and practices. The established complaints handling body within the factory should also look at any serious issues that has occurred during the previous year.

FWF will assist in this process if required by the factory or Acne Studios.

In April Acne Studios contacted the supplier and suggested a training program for the factory in line with the suggestions of FWF. The factory management responded that they have already hired a specialist who is helping them to implement the corrective actions. Acne Studios will now evaluate whether the actions taken by the factory management are sufficient and meet the demands of Acne Studios.

## 10. Verification

FWF will monitor the implementation of the corrective actions and will follow up at factory floor level to make sure that improvements are realised during 2011.