



Complaint – DW Shop – 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

DW Shop

2. Accused party

The accused party is a factory in Turkey supplying the affiliate.

3. Date of receipt complaint

The complaint was raised to FWF local hotline on January 31, 2014

4. Filing party

A worker who was working at the accused factory.

5. The case

The plaintiff, who was working at the accused factory starting from 16 January 2014 without legal social security registration, was dismissed by the factory management on 30 January 2014 without payment of earnings so far.

6. Admissibility

The issue is related to a supplier of an FWF affiliate, and is related to the following labour standard:

Legally binding employment relationship



7. Corrective action

Action required was to ensure the payments to be done. The concerned affiliate communicated with the management and mentioned that they monitor the situation.

8. Evaluation by the plaintiff

On 5th of February plaintiff confirmed that he received his payments. He also raised a complaint to local labour bureau for the duration he worked at the accused factory without social security.