



Complaint – Kwintet AB – China

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

Kwintet AB

2. Accused party

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

3. Date of receipt complaint

The complaint was received by FWF through its local complaints handler in China on June 18 2012.

4. Filing party

A worker of the factory contacted FWF's complaints handler by phone.

5. The case

Plaintiff complained about excessive overtime, overtime premium, illegal deduction and coaching of workers before an earlier audit.

6. Admissibility

The complaint is related to a factory which is a supplier of FWF affiliates and relates to the FWF Code of Labour practices, namely: No excessive working hours.



7. Investigation

The factory was audited by staff of Kwintet AB on the 23-24th of May 2012. Then it was also found that time records were not adequate, overtime was done and payment of overtime was not done according to the legal requirements.

8. Findings and conclusions

As the audit report confirmed the issues related to overtime and payment of the overtime hours, the complaint related to these issues is found grounded.

9. Corrective action

The affiliate and factory are required to give priority to the corrective actions related to overtime payment and attendance record. Affiliate shall monitor if these actions have been taken within next month.

10. Verification

After corrective action has been taken and monitored by the affiliate. FWF will verify this in 2013 and publish and updated report hereafter.