

Complaint – VAUDE – Vietnam

Status: New Complaint

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. Member company involved

VAUDE

2. Accused party

A factory located in Vietnam supplying VAUDE.

3. Date of receiving complaint

2 April 2017

4. Filing party

A worker that was employed by the factory until February 2017.

5. The complaint

The complaint is related to the unused annual leave payment for resigned workers. The complainant wished to complain on behalf of herself and one of her co-workers. Both employees have resigned in February 2017, but according to the complainant the factory has not paid the unused annual leave of 2016. The complainant stated the unused annual leave of 2016 was paid to all employees on 24 March 2017, but not to them. The complainant raised her question to her line leader and the line leader replied she did not have the unused annual leave payment in 2016 because she resigned. The complainant and her co-worker ask for FWF's help to get the payment for unused annual leave in 2016. The complainant does not remember exactly the number of days for unused annual leave but stated she did not take any days leave in 2016.



6. Admissibility

FWF decided that the case is admissible on 4 April 2017.

The factory is an active supplier of VAUDE, a member 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

The authenticity of the complaint is still under investigation.

8. Findings and conclusions

The authenticity of the complaint is still under investigation.

9. Remediation

The authenticity of the complaint is still under investigation.

10. Verification

The authenticity of the complaint is still under investigation.

11. Evaluation by the complainant

.The authenticity of the complaint is still under investigation.