

## Complaint–Schijvens–Turkey

### Status: closed

*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

Schijvens.

### 2. Accused party

A factory located in Turkey that supplies Schijvens.

### 3. Date of receiving complaint

12 March 2017.

### 4. Filing party

A worker who was formerly employed by the factory.

### 5. The complaint

The complainant claimed that he/she was dismissed after refusing to work overtime until 23.00 (just on one day). The complainant said that he/she spoke to his/her supervisor and mentioned he/she had to take care of a patient at home that night and consequently could not stay for overtime work. However, the next day he/she was dismissed. He/she started working in this factory on 7 October, 2016 but only received social security insurance coverage for the last 1.5 months.

## 6. Admissibility

FWF decided that the case was admissible on 21 March 2017.

The factory is an active supplier of Schijvens, a member of FWF.

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

- Legally-binding employment relations
- Reasonable hours of work

## 7. Investigation

On 21 March 2017, FWF informed Schijvens about the case. Schijvens contacted the supplier and asked for a reply.

The supplier is a subcontractor of Schijvens' main supplier. The main supplier of Schijvens stated that there was no production for Schijvens when the complainant called the complaint hotline. They also mentioned that this does not mean that the complaint is not valuable but they do want to mention that Schijvens' sourcing practice did not cause the complaint.

The supplier states that:

- 1) Overtime is not compulsory, only voluntary.
- 2) And they mention that there are indeed workers who do not have social security but the reason behind is that the workers do not want to have it because of the unemployment benefit or the constraint on wages.

## 8. Findings and conclusions

Our complaint handler talked to the complainant again to check his/her overtime hours and salary. According to the notes of the audit team members of the recent audit, the calculations at this factory were correct.

The unregistered workers issue is covered by the audit report and CAP.

## 9. Remediation

The non-compliance issues are covered by the CAP and the brand will follow up on this.

## 10. Verification

Fair Wear Foundation will plan a verification audit for 2018.



## **11. Evaluation by the complainant**

The complaints handler called the complainant to share the findings. After dismissal, the sole request of the complainant was to receive his/her monthly salary before the payment day. The payment was made on payment day, so this complaint can be closed.