

## **Complaint – Jack Wolfskin, Schöffel Sportbekleidung GmbH – 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 involved**

Jack Wolfskin DEU (hereafter Jack Wolfskin) and Schöffel Sportbekleidung (hereafter Schöffel).

### **2. Accused party**

A factory located in Vietnam supplying Jack Wolfskin and Schöffel.

### **3. Date of receiving complaint**

The complaint was received by FWF through its local complaints handler in Vietnam on 29 July 2017.

### **4. Filing party**

An employee that was employed at the factory until January 2017.

### **5. The complaint**

The complainant called the helpline to address two issues:

1/ She resigned from the factory in December 2016. According to the complainant, the factory has not yet paid the remaining salary (between 1,600,000VND ~ 1,800,000VND). She has contacted the factory HR personnel many times but she has not yet received the due salary. The factory management informed her that the payment has not been approved by the parent company.



2/ The company did not settle the social insurance book and returned it to her. She said that the factory asked her to contact the social insurance agency to proceed it. When the complainant contacted the social insurance agency, the agency instructed her to contact the factory. She does not understand what needs to happen to settle her social insurance book.

## **6. Admissibility**

FWF decided that the case is admissible on 31 July 2017.

The factory is an active supplier of Jack Wolfskin and Schöffel, members of FWF.

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

Practices:

- Payment of a living wage
- Legally binding employment relationship

## **7. Investigation**

The authenticity of this case is still under investigation.

## **8. Remediation**

The authenticity of this case is still under investigation.

## **9. Verification**

The authenticity of this case is still under investigation.

## **10. Evaluation by the complainant**

The authenticity of this case is still under investigation.