



## Complaint – McGregor Fashion Group B.V. – India

### Status: Closed #2

*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

McGregor Fashion Group B.V. (hereafter McGregor)

### 2. Accused party

A factory located in India supplying McGregor.

### 3. Date of receiving complaint

The two complaints were received by FWF through its local complaints handler in India on 19 January 2014 and 3 May 2014.

### 4. Filing party

Two workers that are currently employed by the factory, details of the identity are known to FWF.

### 5. The complaint

Both workers complain that they are verbally and physically abused by the supervisor. The supervisor would shout at them. They sometimes get scolded.



## **6. Admissibility**

FWF decided that the case is admissible on 15 May 2014.

The factory is an active supplier of McGregor, an affiliate of FWF.

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

- Safe and healthy working conditions

## **7. Investigation**

FWF informs McGregor about the case. McGregor has informed the factory about the complaint immediately after receipt of information.

Factory management denies sexual harassment at its factory.

FWF has conducted a verification audit to investigate this complaint on 27 and 28 June 2014.

## **8. Findings and conclusions**

Workers informed the audit team that the mentioned supervisor has been dismissed from the factory. None of the workers complained about physical abuse both during the external and internal interviews from the time they have started working.

## **9. Remediation**

NA.

## **10. Verification**

NA.

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

The plaintiff has been interviewed again during the audit and informed about the audit results.