

Complaint – Triaz – India

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. Affiliate involved

Triaz, Germany

2. Accused party

A factory located in India supplying to Triaz.

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in India on 22 June 2014.

4. Filing party

A worker that is currently employed by the factory, details of the identity are known to FWF but will be kept confidential.

5. The complaint

The complainant claimed that (s)he has been asked by the factory owner's son to clean the premises, offices etc. The plaintiff denied as (s)he felt that (s)he has been given lot of work and outside the purview of his/her work duties which was primarily cleaning the factory premise. This denial led to an argument which ended with the owner's son slapping the plaintiff and beating him/her up with the broom the plaintiff was carrying. After that the plaintiff was taken to the accountant to make his/her full and final payments. (S)he has been kicked out of factory premises straight after the incident.



The plaintiff called FWF to get his dignity back asking for an excuse of the owner's son in front of factory management.

6. Admissibility

FWF decided that the case is admissible on 24 June 2014.

The factory is an active supplier of Triaz, 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
- Legally binding employment relationship

7. Investigation

FWF informs Triaz about the case. Triaz is expected to contact the supplier and ask for a reply within one week.

8. Findings and conclusions

a) The management stated that cleaning the office would be part of the assignment of the complainant. They have added that there has been a chain of incidents with this cleaner: (S)he denied to clean up earlier stating that they could not fire him/her anyway as (s)he is working at the factory for long time already; (s)he left for a month without prior notice to the factory management (the factory management kept hiring him/her but at that time asked for an apology letter from him).

b) The factory management confirmed that there has been an argument. They were hesitant to confirm that they have beaten the worker. They confirmed that the last financial installment has been paid and settled before dismissal of the complainant. The complainant has signed a paper stating that '(s)he was at fault and (s)he accepts his/her termination with the terms and conditions proposed by the management' (this paper was shown to the complaints handler).

9. Remediation

The complainant did not pick up his phone to follow up the complaint for two months. On 28 August the FWF complaints handler reached the complainant who stated that (s)he holds his story true but does not want FWF to investigate further as (s)he is working at another factory premise now.

10. Verification

Not applicable.



11. Evaluation by the complainant

The complainant thanked FWF for all efforts.