

## **Complaint McGregor Fashion Group Turkey**

FWF is responsible 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

### **2. Accused party**

The complaint has been filed against a factory in Turkey which is a supplier of FWF affiliate McGregor Fashion Group.

### **3. Date of receipt complaint**

The complaint was received by the local worker interviewer of FWF in Turkey in May 2008 from two anonymous workers at the factory.

### **4. Filing party**

The two workers of the factory who filed the complaint choose to remain anonymous to FWF.

### **5. The case**

The complaint concerned one FWF labour standard:

- Legally binding employment relationship

There is a large proportion of unregistered workers within the workplace. For these workers the factory does not pay social security benefits.

### **6. Admissibility**

On June 2008 FWF decided that the complaint is admissible as it relates to the Code of Labour Practices and the factory has an active business relationship with an affiliate member of FWF.



## **7. Investigation**

Since a factory audit had been carried out that confirmed the issues raised by the plaintiffs, no further investigation was needed.

## **8. Findings and conclusions**

The factory audit carried out shortly before receiving the complaint confirmed that approximately 50 unregistered workers in the factory are not officially registered. This also meant that auditors could not properly verify their wages and the age of these workers.

## **9. Corrective action**

McGregor Fashion Group agreed that the complaint would be handled while dealing with corrective action plan from the factory audit.

## **10. Verification**

In June 2010 FWF will verify the implementation of corrective action by means of a factory audit carried out by the local audit team in Turkey.