

Complaint – Nudie Jeans– Tunisia

Status: Solved

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

Nudie Jeans

2. Accused party

A factory located in Tunisia supplying Nudie Jeans.

3. Date of receiving complaint

October 17, 2017

4. Filing party

A worker that is currently employed by the factory.

5. The complaint

The complainant claimed that he often works overtime hours. Due to the new Tunisian law, the worker believes that overtime hours are not that beneficial. Furthermore, he also had problems with his supervisor. Therefore, he proposed to management to change jobs within the factory. Management had not given him a response.

The worker had contacted the trade union and FWF for assistance.



6. Admissibility

FWF decided that the case is admissible on October 17.

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

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

- Reasonable hours of work
- A legally binding employment relationship

7. Investigation

No investigation took place.

8. Findings and conclusions

Even before FWF could inform Nudie Jeans, the case had been resolved. FWF had to check several details before forwarding the complaint to Nudie Jeans. In the meantime, management had talked to the worker and agreed to transferring the worker to another job in the factory. The worker kept its level of salary.

9. Remediation

The case is closed. No further action is required by the brand.

10. Verification

The case is no longer under investigation.

11. Evaluation by the complainant

The complainant was satisfied with the transfer and wished that the other worker who took his previous job will perform well.

