

Complaint –Maier- Sports– Turkey

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. Member company involved

Maier-Sports

2. Accused party

A factory located in Turkey supplying Maier-Sports.

3. Date of receiving complaint

27 February 2017.

4. Filing party

A worker who was employed by the factory.

5. The complaint

The complainant stated that he/she often needs to take leave days due to the health problems of his/her two children. The complainant has to take them to the doctor periodically. Consequently, in 2016, he/she wanted to quit his/her job and talked to the management about this. However, management wanted to continue working with him/her and agreed to let him/her take leave days when needed. The complainant was working as a sewing machine operator in the factory. In this factory, the wages are determined according to A-B-C classes, with the A class receiving higher wages. Since the complainant is a well experienced and qualified sewing machine operator, he/she was working as A class. However, in 2017, when management announced wage

increases, he/she realised that his/her salary is only equal to that of C class workers. According to the complainant's statements, this is due to the amount of leave he/she used and because he/she refused to stay for overtime work due to the health problems of his/her children.

6. Admissibility

FWF decided that the case was admissible on 13 March 2017.

The factory is an active supplier of Maier-Sports, a member of FWF.

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

- No discrimination
- Reasonable hours of work

7. Investigation

FWF informed Maier-Sports about the case on 13 March. Maier-Sports contacted the supplier and asked for a reply.

FWF decided that an inspection visit was needed to investigate the complaints at this factory. The management of the factory told the Fair Wear Foundation auditor who conducted the inspection that they understood from Maier Sports that the member would prefer to solve the problem directly with the Fair Wear Foundation head office. Management stated that the factory was waiting for instructions on how to proceed. The FWF auditor asked for information on management's decision regarding the wages of the complainant and the fact that FWF expected an improvement in the complainant's wage. When the FWF auditor called the management after the inspection visit, management shared that the complainant had told his/her supervisor that he/she wanted to leave. Management did not want to increase the wages of the complainant nor did they want to pay compensation to the worker if he/she was leaving the factory.

8. Findings and conclusions

The complainant has been dismissed. He/she received compensation of 14.000 TL and had to sign a document stating that he/she will not sue the factory.

9. Remediation

Management did not want to increase the wages of the complainant nor did they want to pay compensation to the worker when he/she was leaving the factory. Fair Wear Foundation staff spoke with the different stakeholders to settle an agreement.

10. Verification

A verification audit will be planned in 2017.



11. Evaluation by the complainant

The complaints handler called the complainant, who shared that he/she was dismissed and no longer wished to work at the factory. He/she now works as a homemaker to be with his/her children. He/she felt supported by Fair War Foundation during the negotiations with factory management.