



Complaint Mexx / McGregor China

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:

Mexx Europroduction and McGregor Fashion Group

2. Accused party:

The complaint has been filed against a factory in China which is a supplier of FWF affiliates McGregor Fashion Group and Mexx Europroduction (FWF affiliate membership of Mexx was terminated as of 1 January 2010).

3. Date of receipt complaint:

The complaint was received by the local complaints handler of FWF in China on 18 April 2008.

4. Filing party:

One worker of the factory whose contact details are known to FWF but will be kept confidential.

5. The case:

The complaint concerned the FWF labour standard Payment of a living wage:

The worker filing the complaint stated that by the end of April 2008 workers of the factory had not received their bonus payments earned in the period of July-December 2007, which were due in January 2008.



Fair Wear Foundation complaints report
Date of report: 09 April 2010

6. Admissibility:

On 18 April 2008 FWF decided that the complaint is admissible as it relates to the Code of Labour Practices and the involved factory has an active business relationship with 2 affiliate members of FWF.

7. Investigation:

No specific investigation was carried out (see below).

8. Findings and conclusions:

FWF found that that the complaint was grounded as workers had not received their bonus.

9. Corrective action:

FWF informed the two FWF affiliates sourcing from this factory about the complaint. Both companies agreed to send a joint formal message to the involved supplier. On 23 April 2008 FWF was informed by the plaintiff that all bonuses had been paid to workers.

10. Verification:

FWFs complaints handler in China contacted the plaintiff by phone to verify that all bonuses had been paid, which was indeed confirmed.