

Complaints/
Dispute Resolution Mechanisms

Complaints – An Overview of the different systems

Org.	Scope of complaints mechanism	Who can file a complaint/ issue an appeal?	Where to file complaints?	Format for complaints
CCC	Facilities producing shoes or garments	<ul style="list-style-type: none"> Any party 	<ul style="list-style-type: none"> Any CCC office or project group (14 locations in all) List of locations: www.cleanclothes.org/contacting.htm 	<ul style="list-style-type: none"> CCC website provides list of suggested info to include Any format is accessible – telephone, email, letter, etc
ETI*	Facilities producing for ETI member companies This includes 2 nd and 3 rd tier subcontractors	<ul style="list-style-type: none"> Any ETI member (company, NGO or trade union) Workers or local trade unions/ NGOs can file through ETI members 	<ul style="list-style-type: none"> All complaints should be sent by an ETI member to a member company Send a copy to ETI Secretariat. 	<ul style="list-style-type: none"> Access ETI guidance for list of information to be included in the complaint Written on letterhead, signed and dated
FLA *	Facilities producing for FLA member companies or those producing university-licensed goods	<ul style="list-style-type: none"> Any party 	<ul style="list-style-type: none"> Jorge Perez Lopez, FLA Headquarters (jperez-lopez@fairlabor.org) FLA staff based in regions 	<ul style="list-style-type: none"> Third party complaints form, in reference pack or accessed: http://www.fairlabor.org/all/complaint/index.html Complaints received by fax, mail, email
FWF	Facilities producing for FWF member companies	<ul style="list-style-type: none"> Any party Facilities may also complain about FWF auditors 	<ul style="list-style-type: none"> FWF headquarters Contact persons, based in every country where FWF brands produce In Turkey: Sule Nedef sulenedef@yahoo.com, +90 532 3143420 	<ul style="list-style-type: none"> Verbal or written, using any means (personal contact, telephone, email, fax, etc) Complaints form in reference pack or available from FWF or contact person
SAI*	SA8000 certified facilities	<ul style="list-style-type: none"> Any party Facilities may also use system to appeal SAI certification decisions or other actions 	<ul style="list-style-type: none"> Rochelle Zaid, SAI Headquarters rzaid@sa-intl.org May also be submitted by way of member brand or SA8000 auditor 	<ul style="list-style-type: none"> Written, with supporting evidence (e.g. a worker's testimonial with supporting time card) Faxed or mailed
WRC	Facilities producing university-licensed goods	<ul style="list-style-type: none"> Any party 	<ul style="list-style-type: none"> WRC Headquarters May also be submitted by way of partner organizations in field 	<ul style="list-style-type: none"> Verbal or written, using any means available (personal contact, telephone, email, letter, etc) Staff may follow up if additional info needed

* ETI, SAI, and FLA are currently revising their complaints policies to make them more accessible and effective. Please access websites for up-to-date information about how to use each of these systems most effectively.

Summary of Public Reporting on Complaints

Organization	Complaints Since	Number of Complaints/ Appeals Processed to Date	What info can be accessed online:
CCC	1991	200+	Ongoing reporting on all appeals: www.cleanclothes.org/appeals.htm
ETI	2001	5	All complaints reported upon receipt of complaint; and upon completion. www.ethicaltrade.org
FLA	2002	14	Survey of complaints posted annually in public report: www.fairlabor.org/2005report/thirdparty/index.html
FWF	2005	7	All complaints reported periodically in FWF newsletter and in annual report: www.fairwear.nl
SAI	2000	9	Reports are sent to complainants. Once completed, online reports available: http://www.sa-intl.org/index.cfm?fuseaction=Page.viewPage&pageId=749&parentID=511&grandparentID=749&nodeID=1
WRC	2000	15	Ongoing reporting on all complaints: www.workersrights.org/freports.asp

