



Minimum requirements for a complaint mechanism

erlich textile
a brand of Vorfreude GmbH

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Minimum requirements

1. The complaints mechanism must be transparent, dialogue-oriented and easily accessible.
2. Employees must be informed of their rights.
 - They need to know that they can complain without fear of reprisals.
 - Staff members have the right to describe their complaint in detail and also to express their opinion on how it could be resolved.
 - They may be accompanied to a meeting by a colleague.
3. Information material (flyers, posters) is available in the production area and in common rooms with information in a language that employees understand:
 - Rights of employees
 - Contact details for contact person:in the company
 - Contact details of a local NGO
 - Contact details of Vorfreude GmbH / erlich textil (e.g. an email address)
4. Each complaint should be dealt with by the appropriate contact person in the company within a maximum of 5 days, and further situation-dependent steps for complaint and/or conflict resolution should be defined.
5. If the complaint of the employee is directed against the direct superior, the complaint should be submitted to the management of the company. There should be another contact person and, if necessary, an interpreter present who can mediate between the complainant and the management during the conflict resolution process or translate in case of language barriers.
6. There is at least one complaint box that each employee can use freely. The complaint box is emptied regularly (at least once a month) by a designated person, documented in writing in a protocol and kept for 3 years.
7. Complaints received verbally should also be documented in writing.
8. At regular intervals, the complaints received are analysed and evaluated and shared with us, Vorfreude GmbH / erlich, at least 1x per year.

Our common goal is to:

- Take preventive measures
- Improve conditions
- Promote a learning process