

Complaint – Fristads Kansas Group and Schijvens BV– Bangladesh

Status: Resolved

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

Fristads Kansas Group

Schijvens BV

2. Accused party

A factory located in Bangladesh supplying the above two FWF members.

3. Date of receiving complaint

25 January 2016

4. Filing party

A female worker that was employed by the factory

5. The complaint

The complainant said that she went on maternity leave in the end of 2015 with the approval of the factory. She received the 1st installment of maternity pay. After given birth, she lost her child shortly. She went back to work. But she realised that she was too sad to continue working. She informed the management that she intended to quit. The management said that she would not get her 2nd installment if she quits.



The complainant believed that she was entitled to full maternity pay.

6. Admissibility

FWF decided that the case was admissible on 27 January 2016.

The factory was an active supplier of two member of FWF – Fristads Kansas Group and Schijvens BV.

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

- Occupational health and safety, with regard to maternity protection and benefit

7. Investigation

FWF informed Fristads Kansas Group and Schijvens BV about the case. Both brands contacted the factory management for further information. The factory management replied to both brands on 15 February regarding the case. The management of the factory claimed that the worker did not communicate sufficiently through their internal process regarding the issue. The management denied that it had refused the workers' request for resignation. In the meantime, the management solved this complaint. FWF contacted the complainant and received confirmation. No further investigation was needed in this case.

8. Findings and conclusions

The complainant submitted all required documents to the factory and handed in her resignation request on 14 February. The factory management signed off her resignation on the same day. FWF complaint handler verified that the complainant received her maternity benefit and severance pay according to legal requirements.

9. Remediation

No further remediation was needed.

10. Verification

No further verification was needed.

11. Evaluation by the complainant

The complainant was satisfied with the outcome of the complaint.