

Complaint – Takko Fashion – Bangladesh

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. Affiliate involved

Takko Fashion

2. Accused party

A factory located in Bangladesh supplying Takko Fashion

3. Date of receiving complaint

15 August 2014

4. Filing party

A worker that was recently fired by the factory

5. The complaint

The complainant claimed that he was verbally abused and bullied by his supervisor. According to the complainant, he was forced to resign because he was over 50 years old and the factory did not want to pay him compensation. He felt that he would not find another job, thus he begged the management to hire him back.

6. Admissibility

FWF decided that the case is admissible on 17 August.

The factory was an active supplier of Takko Fashion, an affiliate of FWF. The case was relevant to the following labour standards of FWF's Code of Labour Practices:

- Legally binding employment relationship

7. Investigation

FWF informed Takko Fashion about the case. Takko Fashion had responded immediately. The local office and the local agent contacted the factory. The factory management argued that the worker had misbehaved and had been absent. They said that the worker had decided to leave work on his own will. According to the email from Takko the complainant was not fired. The factory said he slapped his supervisor during the month of July and stayed absent often after.

When FWF prepared for an investigation, the complainant told that he had reported the case to a local union SGSF (Sommilito Garments Sramik Federation), an IndustriAll global union member.

After discussion with SGSF, it was agreed that FWF would request the factory to negotiate with the union.

Takko Fashion had a number of discussions with the factory, but it was not able to convince the factory to meet SGSF.

In September, SGSF informed FWF that under the request of the worker, it had filed the case to court against the factory.

The factory informed FWF that it preferred to go through the court process with the complainant.

Since the case had been brought to court and a local union, FWF decided that it was not necessary to start an investigation and closed the case. FWF agreed to offer support when SGSF needs further assistance.

8. Findings and conclusions

FWF did not conduct any investigation. The case is closed.

9. Remediation

The case is closed.

10. Verification

The case is closed.

11. Evaluation by the complainant

The case is in the remediation process.