

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

14 August 2014

4. Filing party

A local union SGSF (Sommito Garments Sramik Federation), an affiliated member of IndustriAll, filed a complaint on behalf of a group of workers that was recently terminated by the factory.

5. The complaint

The complainant –SGSF- claimed that the factory fired a number of workers in the month of July 2014. The workers did not get their compensations. The union requested FWF to facilitate a negotiation for the union with the factory management on behalf of the workers.



6. Admissibility

FWF decided that the case is admissible on 15 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 said that it had not fired any persons in July 2014. All persons resigned had received their wages and bonus.

However, the factory agreed to meet with SGSF anyway to have a discussion on 30 August.

Since the union wished to handle the case on its own, FWF decided not to conduct an investigation. FWF agreed to close the case, unless SGSF needs support again in the future.

SGSF contacted FWF in the end of October that it had not been able to meet with the factory management. SGSF had filed a court case against the factory on behalf of the workers.

8. Findings and conclusions

The case is closed.

9. Remediation

The case is closed.

10. Verification

The case is closed.

11. Evaluation by the complainant

The case is closed.