



Complaint – Takko– India

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

Takko

2. Accused party

A factory located in India supplying Takko.

3. Date of receiving complaint

30th October 2016.

4. Filing party

A worker that has recently left the factory.

5. The complaint

The complainant claimed (s)he left the factory one month ago. When (s)he visited the factory on 28th October at 4.30 PM to collect his/her bonus payment, (s)he together with 50 other previous workers, was asked to wait. At 8.30 PM, management asked them to return the next day. There, they were asked to return on Monday. So far, the complainant has not received his/her pending bonus payment.

6. Admissibility

FWF decided that the case is admissible on 31st October 2016.

The factory is an active supplier of Takko, a member of FWF.

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

- Payment of a living wage

7. Investigation

FWF informed Takko about the case.

A local audit team of Takko visited the factory and conducted interviews with the general manager as well as two HR staff.

FWF then called the complainant to verify the information given by factory management.

8. Findings and conclusions

Management stated that no one was present in the factory on 28th October after lunch (different from what the worker claimed) and that the factory was also closed on Saturday, 29th October, due to Diwali.

According to management, all bonuses were prepared and scheduled to be paid to all employees that had left the factory on 7th November.

FWF called the complainant after 7th November. (S)he confirmed that (s)he now received the bonus, but did not comment further on the discrepancies between his/her complaint and the version of management.

FWF is unable to conclude which version is correct, but concludes that the complainant has received the pending bonus.

9. Remediation

FWF recommends the factory to communicate clearly and well in advance to all (former) employees at what day they can expect to receive their bonus payments.

10. Verification

FWF verified that the complainant received his/her bonus payment.

11. Evaluation by the complainant

The complainant is satisfied that (s)he received his/her bonus payment.