

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 supplying Takko Fashion located in Bangladesh.

3. Date of receiving complaint

28 October 2013

4. Filing party

A worker that is currently employed by the factory.

5. The complaint

The complainant claimed that she was forced to sign a resignation letter by the time keeper of the factory. Now she is allowed to rejoin with a new contract. She is afraid that she will lose her benefit as she will become a new employee under this condition.

The worker said that she fell ill before the Eid vacation, as announced by this factory from 15th to 21st of October. The quality manager informed her verbally that she does not have to take sick leave officially. As long as she could bring back proper medical certificates, he will approve her leaves. The worker obtained her medical records and submitted it to the factory clinic when she returned to work on the 26th of October. The factory clinic approved her leave verbally and kept her records.

On the same day, the time keeper of the factory gather 9 workers who were absent on the 25th of October (Friday) and 13 workers who were absent during the Eid vacation (15th to 21st of October). They were told to sign resignation letters and leave the factory.

The complainant said she was forced to sign the letter, but she felt that it was unfair as it is her right to take sick leave. She explained it to the management. She was then told that she would be allowed to get back to work on the 1st of November.

The complainant had worked in the factory for 4.5 years. If she resign and rejoin again, she will get less benefit such as less annual leave and less service bonus. The complainant believes that she has the right to continue her previous contract. She asked the complaints handler to help her communicate with the management of the factory.

6. Admissibility

FWF decided that the case is admissible on 28 October as the factory is a supplier of Takko Fashion, an affiliate of FWF.

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

- Legally binding employment relationship

7. Investigation

FWF informs Takko Fashion regarding the case. The agent of Takko informed the company that the business relationship with this factory was terminated.

FWF could not organise any investigation due to the above reason. The worker went back to the factory on the 1 of November. She waited at the factory for five hours before she could meet the human resource management. She was told that since she has signed the resignation letter, she should take her dues on 7 November 2013. The factory refused to reinstate her.

8. Findings and conclusions

No conclusion can be made.