

Complaint – Takko Fashion – 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. Affiliate involved

Takko Fashion

2. Accused party

A factory located in Bangladesh supplying Takko Fashion.

3. Date of receiving complaint

21 June 2015

4. Filing party

A male worker that resigned from the factory and claimed that the factory did not give him his due wages upon his resignation.

5. The complaint

The plaintiff submitted his resignation on 30 April 2015, which was not accepted by the factory management at the time. In the end, he resigned from the job on 24 May and joined another factory on 25 May. He received assurance that he would receive his due wages on time. On 7 June he received payment of 6,500 BDT for his final salary. For a full working month he normally earned around 10,000 to 11,000 BDT including OT. However, as he did not work for the full month of May he was entitled to a final payment of 8,500 BDT (including OT). Instead, he received 6,500 BDT. When the plaintiff raised this issue with the factory management, he did not receive any explanation. The plaintiff



raised the issue on several more occasions, but did not receive a satisfactory response. He finally called the FWF helpline for assistance to facilitate a solution.

6. Admissibility

FWF decided that the case is admissible on 21 June 2015.

The factory is an active supplier of Takko Fashion, an affiliate of FWF.

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

- Legally binding employment relationship
- Living Wages.

7. Investigation

FWF informs Takko fashion about the case on 22 June 2015. A first step was to confirm the location of the factory where the plaintiff worked. On 2 July Takko Fashion indeed confirmed that the factory is an active supplier of Takko Fashion.

It was proposed to arrange a meeting between the plaintiff, FWF local team (including FWF document inspector and complaints handler), the factory management, and the compliance manager of the relevant agent of Takko Fashion. The meeting took place on 6 August.

8. Findings and conclusions

During the meeting on 6 August, which included interviews of the plaintiff and management and document inspection, FWF concluded that the plaintiff had a valid argument and was indeed entitled to an additional payment of BDT 2,000. Management of the factory was convinced and subsequently agreed to pay the same amount to the plaintiff.

9. Remediation

It was furthermore decided that the factory would hand the due wages to the Compliance Manager of the Agent of Takko Fashion, who would ensure the money would be provided to the plaintiff. This would avoid additional risk and sensitivities of the plaintiff having to deal with the factory again.

The agent also committed to look into the root causes of this case and follow up with the factory(ies) to avoid similar incidents to occur again in the future.

10. Verification

The Agent confirmed that payment has taken place on 14 August 2015.



11. Evaluation by the complainant

FWF contacted the plaintiff who confirmed that final payment was received through the agent of Takko Fashion. The plaintiff is satisfied with the outcome.