

Complaint – Takko Fashion – India

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 (hereafter: Takko), Germany

2. Accused party

A factory located in India supplying to Takko.

3. Date of receiving complaint

The complaint was received by FWF through its local complaints handler in India on 16 July 2014. A second call from the same plaintiff was received on 30 July 2014.

4. Filing party

A worker that is has been employed by a factory producing for Takko, details of the identity are known to FWF.

5. The complaint

The complainant was working at the factory since 2011. On February 2014, (s)he resigned from the factory to start his/her own business. During the employment, (s)he had borrowed INR 8,000 from the factory as an advance money.

The plaintiff reported to FWF that the company denies payment of his/her provident fund (PF; which in India falls under social security payments) without receipt of the borrowed INR 8,000.



Law concerned: Under the Employees' Provident Fund and Miscellaneous Provisions Act, 1952 - the employer has no right to withhold the PF amount.

The complainant has not used internal grievance mechanisms as this problem only came up after resigning.

6. Admissibility

FWF decided that the case is admissible on 05 August 2014.

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

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

- Legally Binding Employment Relationship

7. Investigation

FWF informed Takko about the case. Takko has investigated the case immediately by requesting proofing documents from the factory management that provident fund has been paid according to law.

8. Findings and conclusions

Takko received immediate response from the factory management proofing that the provident fund has been settled for the complainant.

Factory management stated that they have borrowed more than INR 8,000 to the worker and that (s)he has paid back everything except the missing INR 8,000.

9. Remediation

The complainant did not pick up his phone to follow up the complaint for the following two months.

10. Verification

Not applicable.

11. Evaluation by the complainant

Not applicable.