

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

10 October 2013

4. Filing party

A worker that is currently employed by the factory. He claimed that he made the phone call to the complaints handler on behalf of a large group of employees.

5. The complaint

According to the law in Bangladesh, wages should be paid by the 7th of each month. The complainant claimed that all workers had not received their wages on the 10th of October 2013. They were very concerned and talked to the management through Employees Participation Committee. However the management did not give a satisfactory response to the issue.



6. Admissibility

FWF decided that the case is admissible on 11 October 2013.

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:

- Payment of a living wage.

7. Investigation

FWF informed Takko Fashion about the case immediately after receiving the complaint. Takko Fashion local office contacted the factory management on 12 October 2013 about the issue. The factory responded that the wages were paid on the 10th and bonus was paid on the 13th.

Workers then confirmed that the payment was done although it was late according to local law.

The factory informed Takko Fashion that it plans to pay wages on the 10th instead of the 7th to workers, which is not in accordance to the law. Takko Fashion has quoted the law and did not agree with the late payment.

8. Findings and conclusions

The factory was late in paying wages. Payment was settled before the investigation has taken place.

9. Remediation

Remediation has made before FWF intervenes with the issue.

10. Verification

FWF planed a verification audit for 2014 to verify payment dates of the factory, but Takko has not foreseen to work with this supplier in 2014.

11. Evaluation by the complainant

The complainants are satisfied with the result.