

Complaint – Takko Fashion– Bangladesh

Status: New complaint

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 Fashion

2. Accused party

A factory located in Bangladesh supplying Takko Fashion

3. Date of receiving complaint

18 April 2017

4. Filing party

The case was first reported by some anonymous workers in February 2017. It was followed up by National Garment Workers Federation (NGWF), a member of IndustriAll in April.

5. The complaint

Anonymous workers have called FWF helpline in February 2017 that some workers from this factory were fired without compensation, probably linked to their efforts to organise workers in Ashulia in December 2016. They also said that some workers were arrested. Since the complainants did not keep contact with FWF, it was not possible to follow up in February.



NGWF in April contacted FWF and provided a list of factories where they have received complaints on unfair dismissal. FWF found out that two factories in the list were active suppliers of Takko Fashion.

NGWF is considered the complainant in this case. NGWF claimed that some workers in the factory were fired without compensation. NGWF believed that the dismissal was linked to the workers' effort to organise in Ashulia in December 2016.

The authenticity of the accusation is under investigation.

6. Admissibility

FWF decided that the case is admissible on 18 April 2017.

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

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

- Freedom of association and the right to collective bargaining

7. Investigation

FWF had requested Takko Fashion in March 2017 to gather information from the factory. Takko contacted the factory and replied to FWF immediately. The factory confirmed that 141 workers went on strike during December 2016. On 22 December the factory issued a show cause and suspension letter to 141 workers, as the factory believed that the workers' action was against the labour law 2006 23(4). The factory issued the second letter to the workers on 2 January 2017. The workers then filed a complaint to BGMEA. A negotiation meeting was organised on 10 January at BGMEA office attended by the representatives of these 141 workers, factory management, BGMEA representatives and representatives from Bangladesh Garment Workers Association. After the meeting, settlement has been made. All workers but three had collected their dues. The factory informed Takko fashion that three workers did not show up at the factory to get their settlements.

FWF is in the process of verifying the above statement from factory management.

8. Findings and conclusions

The case is under investigation.

9. Remediation

The case is under investigation.

10. Verification

The case is under investigation.



11. Evaluation by the complainant

The case is under investigation.