

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 supplier factory of Takko Fashion located in Bangladesh

3. Date of receipt complaint

The complaint was filed directly to the complaints handler during an offsite workers interview as the baseline assessment for the Workplace Education Programme on 14 June 2013.

4. Filing party

A female employee working as an operator in the link section of the accused factory.

5. The case

The complainant claimed that the factory denied her maternity leave.

The complainant has worked in the factory for over 5 years as a piece rate worker. She applied for maternity leave in April with doctor's certificate, which was denied by the factory manager. The reason given by the factory was that piece rate workers were not eligible for paid maternity leaves. She was disappointed and left the factory.

She filed a complaint to the complaints handler to access her maternity benefits.

6. Admissibility

This case is admissible since it is regarding an active supplier of an affiliate. The case is relevant to the following labour standards:

- No discrimination in employment
- Safe and healthy working conditions

7. Investigation

FWF informed Takko Fashion on 16 June 2013 and announced that the complaint was admissible. The general manager of the sourcing and product department of Takko were visiting suppliers in Bangladesh when the complaint was filed. On behalf of Takko he talked to the supplier regarding the issue. The supplier admitted that the worker was eligible to maternity leave.

No investigation was needed in this case.

8. Findings and conclusions

The factory should provide paid maternity leave to the worker according to local laws.

9. Corrective action

The factory paid the 1st installment of maternity leave benefit to the complainant on 20 June. The process was supervised by Takko's local compliance staff. It also promised the affiliate that the 2nd installment will be paid once the worker returns after maternity leave.

10. Verification

The complaints handler confirmed that the complainant has received the correct amount as prescribed by law.

FWF has contact details of the worker and will monitor the payment of the second installment when the worker returns to the factory.

11. Evaluation by the plaintiff

The plaintiff (complainant) was satisfied with the result.