



Complaint – Takko – 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 for Takko fashion

3. Date of receiving complaint

22 September 2014

4. Filing party

A female worker that was employed by the factory.

5. The complaint

The complainant claimed that for the last few months she and her colleagues have been harassed by their admin officer. On 22 September, the admin officer called the complainant in his room and claimed that she was carrying a cell phone with her. As the complainant denied, the admin officer started scolding her using bad words. The admin officer (male) asked a female sweeper to search the complainant's body in front of him. Nothing was found during the search, and the admin officer let the complainant go back to her work.

The complainant found this incidence extremely disgraceful and humiliating. She therefore reported to FWF. She also reported verbal abuse with sexually explicit profanity that she and her colleagues encounter everyday.

As the factory was in a FWF training programme to reduce violence, FWF's complaints handler suggested the complainant to contact the anti-harassment committee and use the factory's internal process to handle the issue. FWF's trainer tried to contact the factory management to enhance the process.

Complainant contacted FWF again on 25 October 2014. During the interim period, the level of verbal abuse increased significantly. Although complainant did not use the internally process immediately, the complainant and her colleagues finally made a complaint on 22 October to the top management and demanded justice. The complainant said she could not trust the anti-harassment committee members.

After the complaint reached top management, the complainant said that the level of harassment went up and it was not possible for her to tolerate. She believed that she could not rely on the internal process and decided to seek help from FWF helpline.

6. Admissibility

FWF decided that the case is admissible on 3 November 2014.

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:

- There is no discrimination in employment
- Occupational health and safety (related to violence against women at work)

7. Investigation

FWF informed Takko Fashion about the case on 11 November 2014. Since the factory is currently in a training programme by FWF on preventing violence against women, FWF requests Takko Fashion to contact FWF country representative as soon as possible to discuss a strategy on investigation and remediation together.

During one of the follow-up meetings to support the Anti-Harassment Committee (AHC), FWF followed-up on the complaint. To this end, FWF discussed the matter with the AHC and factory management. In addition, FWF reviewed the personnel file of the plaintiff. Finally, FWF discussed with some family members of the plaintiff to double-check information received.

8. Findings and conclusions

The investigation revealed that the matter was resolved amicably with both plaintiff and factory management apologizing to each other for what happened. The plaintiff continued to work at the factory until June 2015 when she resigned from her job by her own free choice, as the plaintiff and her husband decided to return to their native land where they are currently running a grocery shop. Document inspection revealed that the plaintiff received all dues accordingly from the factory following her resignation.



9. Remediation

The case has been resolved amicably with the support of the AHC. Both plaintiff and factory management apologized to each other for what happened.

10. Verification

FWF was able to establish that the case was resolved amicably between the plaintiff and the factory management. The plaintiff finally resigned in June 2015 and returned to her native land. Document inspection revealed that the plaintiff received all due payments.

Management also issued a notice to concerned management staff who behaved badly with the workers. The notice was also found in the personnel file of the plaintiff.

11. Evaluation by the complainant

Family members of the plaintiff confirmed that the case was resolved amicably and she continued to work at the factory until June 2015 when she resigned and returned to her native land. All dues were paid upon resignation.