

Standards System Complaints Report 2024

The following is a report of complaints received by Textile Exchange related to our standard systems between January 1 through October 1, 2024. This report is provided publicly on the [Textile Exchange website](#).

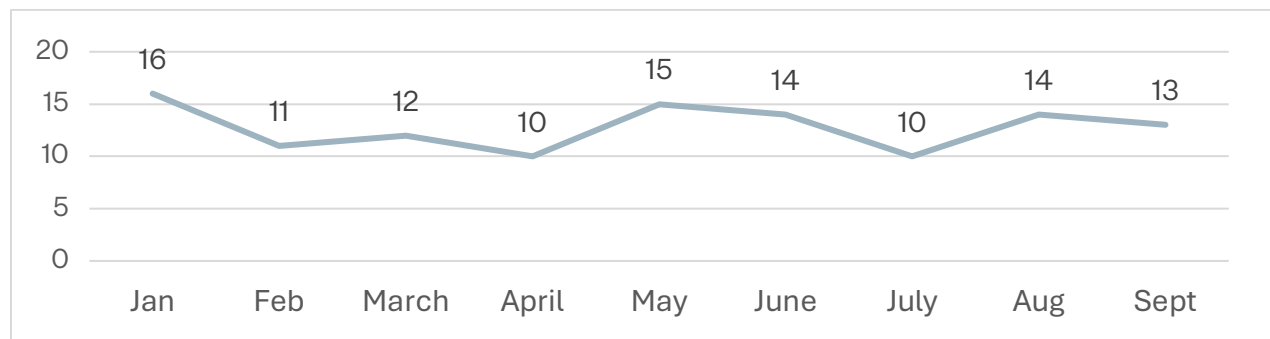
Complaints received by Textile Exchange related to Textile Exchange standards, standards logos, and scheme participants are evaluated according to the [ASR-110 Complaints and Feedback Policy](#). These cases are recorded and assessed by the Assurance Monitoring team, which also manages and coordinates investigations in collaboration with accreditation and certification bodies where applicable.

Complaints Management

As of October 1, 2024, within 2024 Textile Exchange has received 115 complaints related to our standards system, making a decrease of 10% percent in comparison to 2023.

As a result of the investigations, as of October 1, 2024, there has been 4 additional bans published in 2024 so far. For further details, please refer to [ASR-225 Certification Eligibility Policy and List of Banned Entities](#), where the list of banned entities (both active and expired) is updated periodically.

Complaints Overview by Monthly Volume



Complaints Overview by Country/Area

Textile Exchange identified the following countries/areas which represent the origins of the highest number of complaints.

Country/Area	Number of Complaints
India	19
China	16
Türkiye	11

Complaints Overview by Category

Category	Number of Complaints
Conformity with Standards	31
Audit/Certification Process	24
Label Claims	22
Certification Body Communications	17
Textile Exchange Communications	10
Standard Policies and Procedures	4
Certified Materials	3
Textile Exchange Membership & Hub	1
Other	3
Total Count of Complaints	115

Distribution of Complaints by Category (%)

