

# Standards System Complaints Report

The following is a report of complaints received by Textile Exchange. This report is provided publicly on the [Textile Exchange website](#).

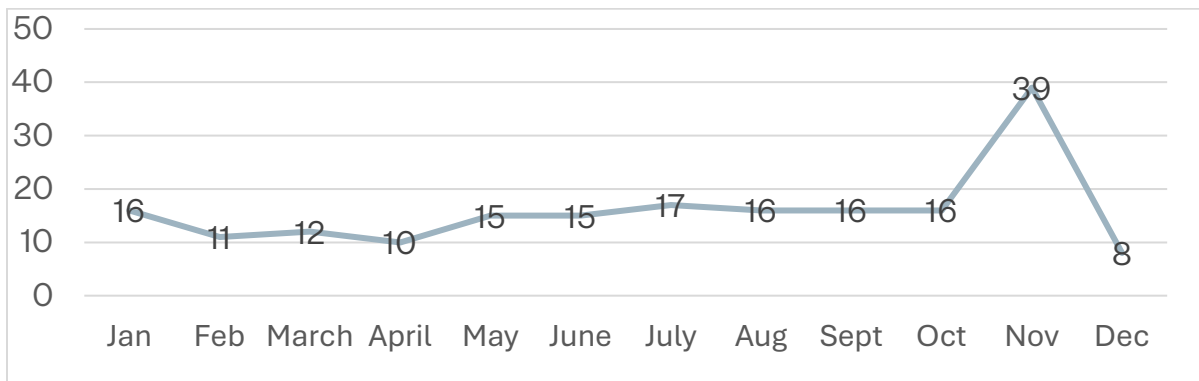
Complaints received by Textile Exchange related to Textile Exchange standards, standards logos, and scheme participants are evaluated according to the [TE-TXL-POL-206 Complaints Policy](#). These cases are recorded and assessed by the Assurance Monitoring team, which also manages and coordinates investigations in collaboration with accreditation and certification bodies where applicable.

## Complaints Management

As of December 31, 2024, Textile Exchange received 191 complaints related to our standards system, making an increase of 9.14% percent in comparison to 2023.

As a result of the investigations, as of December 31, 2024, there are more than 50 active bans overall, including bans of 22 additional entities which have been published in 2024. 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	58
China	23
Italy	15
Türkiye	14

## Complaints Overview by Category

Category	Number of Complaints
Conformity with Standards	68
Certification Body Communications	33
Audit/Certification Process	30
Label Claims	24
Textile Exchange Communications	10
Certified Materials	6
Standard Policies and Procedures	5
Accreditation Process	3
Textile Exchange Membership & Hub	2

Other	10
<b>Total Count of Complaints</b>	<b>191</b>

**Distribution of Complaints by Category (%)**

