



Textile
Exchange

Grievance Policy



Document information

Document code

Document code TE-TXL-POL-706-V1.0

Version

Publication date January 1, 2026

Effective date April 1, 2026

Document revision history		Document revision notes
January 1, 2026	V1.0	Initial version

Document revision

This policy will be formally reviewed every five years or sooner, if warranted.

Cover photo credit: Tristan McKenzie

Grievance Policy

Version 1.0

Contents

Purpose 3

Scope..... 3

Responsible department and team..... 4

References and related documents 4

Definitions..... 4

Policy statement..... 4

Principles and confidentiality 4

Grievance mechanism 5

Submission of grievances 5

Management of grievances..... 5

Voice feedback or concerns 6

Appendix A: Grievance Resolution Process 7

Purpose

The *Grievance Policy* describes the process by which Textile Exchange manages and resolves grievances and disputes that may arise from external stakeholders. The process is intended to be fair, transparent, and accountable.

Scope

Any stakeholder may voice a concern and submit a grievance to Textile Exchange. This policy outlines how grievances can be submitted and how one can expect Textile Exchange to respond when we receive notice of a grievance.

This policy applies to grievances and disputes with Textile Exchange and regarding our processes, reports and tools, engagement, and general practices.

The reporting of grievances by Textile Exchange staff is separately addressed in the *Global Employee Handbook*.

Management of complaints related to the assurance and standards system, standards claims, and the conformance of scheme participants with standards requirements, including certified organizations, certification bodies, and accreditation bodies, is further defined by the *TE-TXL-POL-206 Complaints Policy*.

Responsible department and team

This policy is owned and approved by the Textile Exchange Chief Executive Officer.

The Operational Integrity and Governance (OIG) team maintains this policy and is overall responsible for its implementation.

The grievance case lead is responsible for communicating with the reporting party and the management of case records.

A case team is responsible for the review of a grievance received by Textile Exchange. It is comprised of internal staff including a chair who makes the final grievance resolution decision.

References and related documents

- *TE-TXL-POL-206-V3.0 Complaints Policy*
- *Global Employee Handbook*

Definitions

Refer to Textile Exchange [glossary](#) for definitions of terms used in this document.

Appeal: A request for reconsideration of a decision.

Grievance: A perceived injustice evoking an individual's or a group's sense of entitlement, which may be based on law, contract, explicit or implicit promises, customary practice, or general notions of fairness of aggrieved communities.

Grievance mechanism: A formal transparent complaint process that allows users to voice their concerns safely and easily, without fear of retaliation.

Reporting party: The person or party submitting a grievance to Textile Exchange.

Policy statement

Principles and confidentiality

Textile Exchange accepts grievances from all stakeholders. We aim to resolve grievances and disputes efficiently and effectively in a fair, balanced, and impartial manner.

All parties involved shall take necessary measures to preserve the confidentiality of information obtained during and after the review of a grievance. Textile Exchange will not share with other parties that are not part of the grievance process: (1) the identity of the parties involved in the grievance; (2) details of the grievance, or (3) the measures taken to resolve the grievance. However, Textile Exchange may share this information if there is a legal obligation to do so or if an involved party makes a public statement regarding the grievance. Textile Exchange also reserves the right to share information from grievance and appeals processes in an anonymized form to support continuous improvement of our systems and operations.

By submitting a grievance, the submitter accepts the provisions of this grievance policy and procedures. All parties involved are required to engage in the process in good faith and with a desire to seek resolution. If grievances are submitted in a manner that could be perceived as

harassment, we will review and handle the grievance while acting in the best interests of our organization and protecting our staff. Textile Exchange will not tolerate abusive, harassing, or threatening communication and behavior.

Grievance mechanism

Submission of grievances

Grievances should be submitted through the Textile Exchange website, including a detailed description of the issue and any documented evidence to support the claim.

Grievances communicated and received by any other means will be forwarded to the appropriate Textile Exchange staff based on the nature of the concern to determine any further review.

Management of grievances

Initial response

An acknowledgement of receipt will be sent to the reporting party as soon as the grievance is received.

Upon receipt, Textile Exchange will log the grievance and assign a case lead based on the nature of the case.

Textile Exchange will aim to provide the reporting party with an initial response within two weeks of receipt, including a proposed plan for review of their case and requests for any additional information or clarification needed.

Textile Exchange will establish a case team to review the grievance and minimize any potential conflict of interest between the case team and the reporting party involved.

Review

All notes and communications related to the case are documented and saved in the case records.

The case team gathers information to verify the validity of any claims made in the submitted grievance, and to progress in the review to make a potential decision for resolution.

The case lead keeps the reporting party informed of any progress in reviewing their grievance.

Textile Exchange shall undertake an investigation into the grievance and shall involve all applicable staff members as needed to determine a resolution. Textile Exchange shall provide a response to the reporting party within one month of the initial response with a plan for resolution.

Decision and response

Textile Exchange aims to propose resolutions that adequately and effectively address the grievance, in a manner which is culturally appropriate and compatible with identified needs or sensitivities.

Textile Exchange provides a written resolution decision, including any proposed actions, to the reporting party when the grievance is considered to be closed.

Appeals

All parties involved in a grievance or dispute have the right to appeal a decision for reconsideration.

If the reporting party is not satisfied with the resolution of the grievance, they may appeal to Textile Exchange within three weeks of receiving notice of the resolution.

A letter of appeal shall be accompanied by an explanation and supporting documentation that the party believes was not considered during the review and resolution of the grievance.

Textile Exchange shall acknowledge receipt of an appeal within two weeks. The grievance case lead shall review the appeal, prepare a summary report for an internal appeals reviewer not previously involved in the case.

The appeal shall be reviewed by the internal appeals reviewer(s). A decision to uphold or overturn the original decision shall be made within a maximum timeframe of three months of receipt of the appeal, and this decision shall be communicated to the reporting party via email. This communication shall explain the reason for the decision, including any steps which will be or have been taken to resolve the issue, and, if applicable, any follow-up actions to be taken.

The decision of the appeals reviewer is final and shall be binding on all the parties involved, and Textile Exchange will not accept any further grievance or appeal of the same matter.

Voice feedback or concerns

Textile Exchange is committed to maintaining policies that are effective and relevant. As part of our commitment to continuous improvement, we actively seek and encourage feedback. We welcome feedback of all kinds, including questions, complaints, or concerns of misconduct.

You can submit feedback, complaints, and general inquiries via the Textile Exchange website textileexchange.org/feedback.

Appendix A: Grievance Resolution Process

Textile Exchange manages and resolves grievances or disputes that may arise from stakeholders following a process that is intended to be fair, transparent, and accountable.

How we manage and resolve grievances

