



**Textile
Exchange**

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TEXTILE EXCHANGE
STANDARDS



STANDARDS SYSTEM COMPLAINTS REPORT

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A. About the document

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 team, which also manages and coordinates investigations in collaboration with accreditation and certification bodies where applicable.

A1. Document references

Textile Exchange provides additional policies, guidance documents, and templates to support the implementation of this document. All documents relevant to the standards system are available at the [Textile Exchange Knowledge Center](#). The latest version (or code) of referenced documents, including any amendments (for example, calibrations), applies.

The following documents are integral to understanding and implementing this document. This list is for reference only and is a non-exhaustive list:

A1.1.1 [TE-TXL-POL-206 Complaints Policy](#) (TE-TXL-POL-206)

A2. Document definitions

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

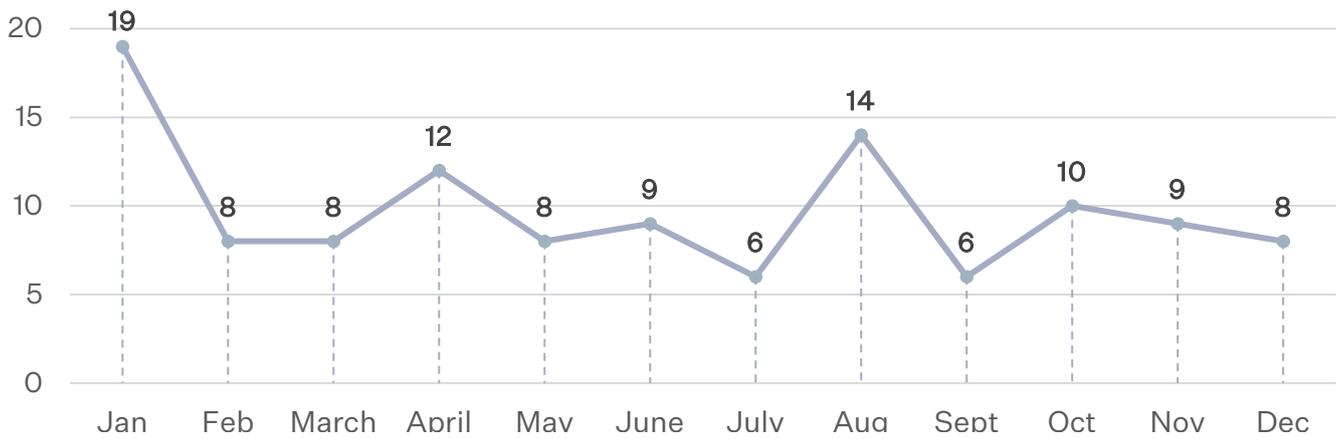
NOTE: [TE-101 Terms and Definitions for Textile Exchange Standards and Related Documents](#) will not be updated going forward and will become obsolete (i.e., retired) alongside the mandatory implementation date of the *Materials Matter Standard* (TE-MM-STN-101). The Textile Exchange glossary takes precedence in case of any contradiction or omission.

B. Complaints management

As of December 31, 2025, Textile Exchange received 117 complaints related to our standards system, a 38.7% decrease compared to 2024.

As a result of the complaints process, as of December 31, 2025, there are more than 60 active bans overall, including bans of 16 additional entities which have been published in 2025. For further details, please refer to *TE-TXL-LOG-225 Banned Entities Log*, where the list of banned entities (both active and expired) is updated periodically.

B1. Complaints overview by monthly volume



B2. Complaints overview by country/area

Textile Exchange identified the following countries/areas which represent the origins of the highest number of complaints; the top five are shown below.

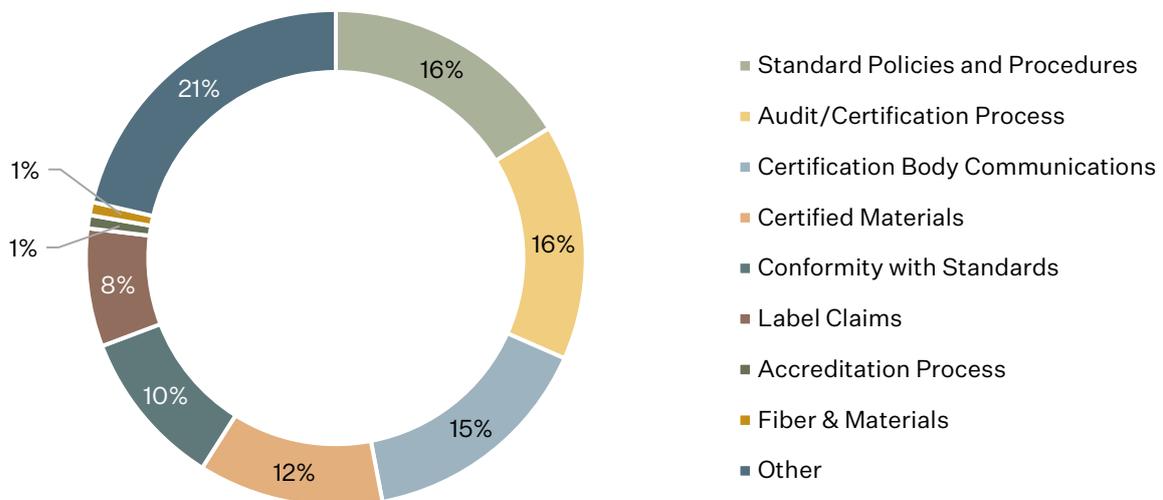
Country/Area	Number of Complaints
India	42
China	32
Bangladesh	6
Pakistan	5
Türkiye	4

B3. Complaints overview by category

Category	Number of Complaints
Standard Policies and Procedures	19
Audit/Certification Process	18
Certification Body Communications	18
Certified Materials	14
Conformity with Standards	12
Label Claims	9
Accreditation Process	1
Fiber & Materials	1
Other	25
Total Count of Complaints	117

Please refer to **Appendix A** for definitions of each complaint category.

B4. Distribution of complaints by category (%)



Appendix A – Definition of case reason

Definition of Case Reason	
Accreditation Process	Issues related to accreditation approval, scope, suspension, withdrawal, or oversight of Certification Bodies.
Audit/Certification Process	Delays or issues in audit scheduling, certificate issuance, or renewal processes.
Certification Body Communications	Issues related to delayed, missing, or unclear communication from Certification Bodies (CBs).
Certified Materials	Cases involving misclassified or non-eligible materials in the certified supply chain.
Conformity with Standards	Nonconformities or fraud involving misuse or violation of standard requirements.
Fiber & Materials	Issues related to fibre origin, material composition, recycled or organic content, and the accuracy or verifiability of material claims.
Label Claims	Misuse, incorrect application, or misleading use of labels, logos, or on-product claims.
Standard Policies and Procedures	Problems due to delays or errors caused by misaligned or unclear policy or procedure requirements.
Other	Uncategorized issues such as bribery, unauthorized CBs, or other fraudulent activities.