



Textile Recycling Association
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United Kingdom



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The Textile Recycling Association Complaints Policy **February 2021**

The Textile Recycling Association (TRA) has long prided itself on providing an excellent level of service and promoting best practice to our membership both nationally and internationally. Our association cares about the industry and expects its members to adhere to the association's, rules, code of practice and other policies

Unfortunately, there may be occasions where our Association, or its members fall below the high standards expected of them. We recognise the concern this could cause and have implemented a procedure designed to minimise inconvenience and reassure that, any concern, or complaint will be dealt with in accordance with this procedure. The Complaints Procedure is published on the TRA's website for easy access to anyone who may feel the need to use it.

This document provides guidance on how to draw our attention to any issues you would like addressed. The association is here to help its members, and anyone associated with the Textile Recycling Industry. We want to hear your views and ideas.

Our aim is to ensure that:

- Members and anyone associated with the Industry wishing to contact the TRA know how to do so.
- We respond to communication in a courteous and efficient way.
- It is understood that we listen and respond to any comments in a positive fashion.
- We take action where appropriate.

How should you contact the Association?

We request that all complaints are made in writing.

You can email your concern to info@textile-recycling.org.uk

or you can write to us at
71 -75 Shelton Street
Covent Garden
London
United Kingdom
WC2H 9JQ



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Please include your name, address, contact email and telephone number in your correspondence so that we can get back in touch with you easily.

How long will it take?

We try to respond fully and conclusively to all concerns within 14 working days. However, you will receive an acknowledgement of your concern within 5 days of it being received. Wherever possible we will try to deal with it more quickly. If we think it will take longer than 14 working days, we will advise you in writing. Please contact us in whichever way you feel is convenient, we will respond to you by email so please ensure you include your email address.

How will we deal with your complaint?

We will work hard to resolve any problems that may arise, correct mistakes and address concerns in a courteous and considerate way. We will treat you with courtesy and respect, listen to what you have to say and provide updates regarding progress. We will provide a prompt response and advise you who to speak to should you wish to escalate your complaint further. All complaints will be dealt with by a designated person(s) providing a definite point of contact if there are any questions or queries.

Sometimes we receive complaints that are not directly linked to something The Textile Recycling Association has done, or that we are not in a position to comment on. We are a trade association with limited resources as such we must use them in the best way possible. This can mean not engaging in lengthy debates on issues that are unrelated to the TRA or its members. There may be rare occasions when we chose not to respond to a complaint at all. These include:

- A complaint about something the TRA has no direct connection to. We may choose to reply to explain that we are not connected to the complaint, however we are not obliged to.
- If a complaint is unreasonably pursued when it has already responded to. Escalation points will be provided but we may choose not to reply again, we will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced, or offensive in their manner.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we chose whether it is necessary for us to reply or not.
- Complaints made anonymously. However, in this instance we will investigate the complaint and use the information to make improvements in any way that we can.

What happens if you are not happy with the way your complaint is handled?

If you're not happy with the reply to your complaint or the way it was handled, you can ask to appeal within 14 days of receiving the final decision.

Details about how to do this will be included in the TRA's response to you.
We aim to reply within 10 working days.
The decision of the appeal will be final.

Our Intentions

We believe all comments and complaints provide us with an opportunity to improve. We are happy to acknowledge any mistakes we have made and apologise for them whilst trying to prevent them from happening again. Your comments help us to provide a better service to our members and the Industry