

POLICY ON RESPONDING TO MEMBER COMPLAINTS



Fashion & Textiles NZ is a voluntary organisation. Members choose to join because they share a common aspiration for a sustainable future for the New Zealand clothing and textiles industry.

Joining FTNZ is a signal of a business's ambition. We lead and encourage progress within the industry to advance best practices, and we provide tools for our members to use to support their ambitions in this area.

Our role is to understand where the industry needs support to meet its ambitions. We are not a standards-setting organisation and we are not responsible for individual business activity. FTNZ has no investigatory powers.

We expect our members to:

- Engage with us honestly and actively
- Adopt the FTNZ Code of Conduct
- Keep us updated on their progress, and demonstrate they are on their sustainability journey

If you have concerns about the operating practices of a FTNZ member, you can raise those concerns with us [here](#). We can pass these concerns on to the member involved for their consideration and response, at your request.

We listen carefully to the concerns registered with us, so we may run educational sessions on the issues you raise to help improve industry performance.

If you have serious concerns about the operating practices of a FTNZ member, and your complaint is an allegation of the breach of the law you should raise this directly with the [relevant authorities](#). If any member is prosecuted in a court of law in relation to their integrity or business practices, or in any way that is inconsistent with FTNZ's Code of Conduct, FTNZ may terminate their membership.