

Wardrobe Foundation

Wardrobe Foundation works with charities and organisations to provide clothing gift bags to women in need of clothing support across Wessex.

1. Purpose of this clothing request policy

This policy has been designed to ensure that -

- Wardrobe Foundation can provide clothing support efficiently;
- The organisations and charities submitting a request trust that each request is treated with transparency, fairness, and dignity;
- Those donating to Wardrobe Foundation and supporting our aim are confident we are meeting an identified need.

2. Who can submit a clothing request

Clothing support requests are accepted from established organisations, charities and local community groups.

If submitting a clothing request for the first time, we may request more information in regard to your organisation. Collaboration and partnership is fundamental to Wardrobe Foundation and we aim to foster strong collaborative working within our community.

Volunteers or employees of the partner organisation can submit clothing requests; however, they must have authority from a senior manager to submit a request.

Please submit requests using an organisational email, not a personal email account. Please submit requests through our [online clothing request form](#), unless different methods have been agreed with a member of the Wardrobe Foundation team in advance.

Personal clothing requests, along with requests from friends or family will **not** be accepted.

3. Criteria

Clothing support requests can only be submitted for women's clothing.

Wardrobe Foundation trusts the professional opinion of the organisation submitting a clothing request in regard to the individual's need. We ask that an assessment is made on behalf of Wardrobe Foundation and that reasonable effort has been made to understand the individual's situation. Enabling a fair and informative decision to be made.

In order to ensure that Wardrobe Foundation can support as many individuals as possible needing clothing support without high barriers to entry and with ease and efficiency, we are happy for partners to use a 'reasonable doubt' assessment when submitting a request and determining need.

4. Guidance for submitting a clothing request

We ask that clothing requests are submitted using our official [clothing request form](#). We do appreciate that we are asking the organisation to make an assessment of need on our behalf. Therefore, we are very happy to discuss circumstances in more detail if the organisation thinks necessary. Please provide as much information as you wish when completing the clothing request form.

Once submitted, we aim to confirm receipt of the request within 48hrs, Monday – Friday.

Wardrobe Foundation never meets the recipient. All clothing gift bags are distributed and delivered through the organisation/charity who have requested the gift bag.

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5. Providing requested items

The nature of Wardrobe Foundation's clothing gift bags wholly encompasses the personal element to the clothes we provide.

It must be noted that requests are entirely dependent on our donation stock. Whilst every effort is made to complete a clothing request exactly as

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detailed, this may not always be possible. We will endeavour to include suitable alternatives where possible or when available.

Unless a significant allocation of the request or noteworthy element cannot be fulfilled, we will **not** be in touch to notify you. Exceptions may include, explicitly requested items, such as a winter coat or shoes.

6. Returning items

Once clothes have been gifted, the contents is theirs and to use as they wish. Individuals are welcome to donate back items if they no longer need them, this can be arranged through the organisation who submitted the request. There is no expectation for this to happen.

7. Repeat requests for the same individual

Repeat and additional requests for the same individual are welcomed; however we do ask that if a repeat request is being submitted, that the new request –

- Clearly states the request is a repeat,
- and outlines the reason for the repeat/additional request.

It is completely within reason for seasonal requests to be made throughout the year. We also appreciate additional clothing may be required, that weight and sizes fluctuate, and circumstances change. *For example, we may have supported someone with a maternity gift bag, and they now require clothing that is non-maternity.*

8. Large clothing deliveries

On occasion, organisations may be supporting a group of women who all require clothing support. On a case-by-case basis, we are happy to discuss and develop efficient ways of providing larger quantities of clothing to your organisation. This is entirely dependent on stock levels at the Wardrobe Foundation unit.

9. Deliveries and collections

Once a request has been completed, we will be back in touch to confirm delivery or collection arrangements. All efforts will be made to find a

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mutually suitable day/time for delivery, however volunteer-based deliveries will be at a time when a volunteer can be sourced and may require flexibility from organisations.

We often make multiple deliveries in one time frame and as such, estimated times of arrivals are subject to change. We do ask in advance that the organisation is understanding.

Sometimes, the most cost and time efficient option for delivery may be via courier. In this case we may require additional information such as office hours. Once the parcel has been shipped, the organisation will be provided with tracking information. We do ask that the organisation attempts to make changes directly with the courier, before contacting Wardrobe Foundation.

10. Policy Reviews

We are happy to discuss our clothing request policy at any time and welcome feedback on our processes. This policy will be reviewed annually.

Next review date: February 2025

Eloise Grant, Managing Director

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