

Complaints & Appeals Management Policy

1. Policy statement

Ecoryx is committed to providing transparent, impartial, and fair validation and verification services. We provide clients and stakeholders with a formal mechanism to raise concerns or challenge technical decisions without fear of discrimination. Our goal is to maintain the integrity of our GHG services and use feedback to drive continuous improvement.

2. Definitions

- **Complaint:** An expression of dissatisfaction (other than an appeal) relating to the activities of Ecoryx.
- **Appeal:** A request by a client for reconsideration of a decision made by Ecoryx regarding a validation or verification statement.
- **Dispute:** A disagreement specifically regarding GHG validation/verification statements, valid only if preceded by a complaint.

3. Handling Principles

- **Impartiality:** Investigations are conducted by personnel different from those who performed the original assessment or made the certification decision.
- **Confidentiality:** All details regarding the process are subject to strict confidentiality requirements.
- **Independence:** If the Technical & Quality Manager (TQM) was involved in the original case, an independent internal person is appointed to lead the investigation.

4. The Resolution Process

Ecoryx follows a structured 7-step resolution path:

- **Investigation:** Analysis of the situation and business impact.
- **Root Cause Analysis:** Identification of the underlying issue.
- **Correction:** Immediate action to resolve the concern.
- **Corrective Action:** Systemic changes to prevent recurrence.
- **Information:** Formal notification to the client of findings and actions.
- **Monitoring:** Verification that the solution is effective.
- **Follow-up:** Ensuring the sustainability of the resolution.


5. Service Timelines

Ecoryx ensures timely management of all feedback through the following schedule:

- **Initial Acknowledgement:** Sent to the complainant or appellant within two working days of receipt.
- **Resolution Target:** Issues are typically resolved within one week, though this may vary based on client or third-party responsiveness.
- **Maximum Closure Period:** Files must be finalized within 90 days; exceeding this limit triggers an official escalation process.
- **Record Keeping:** The Technical & Quality Manager (TQM) maintains all case details and timelines within the Ecoryx ERP Management System.

6. How to submit

Complaints and appeals can be submitted via formal letter, email, the Ecoryx website, or verbally during assessments. All submissions are recorded in Ecoryx ERP Management System tool for full traceability.

Approved By:	Chief Executive Officer
Signature & Date:	 10 Mar 2026