

 <b>Ecoryx</b>	<b>Complaints &amp; Appeals Process</b>
	<b>GHG Verification &amp; Validation System</b>

## 1. Purpose

The purpose of this process is to:

- 1.1. **Ensure Impartiality and Fairness:** Provide clients, stakeholders and affected parties with a transparent and impartial mechanism to raise concerns or challenge decisions related to validation, verification or GHG certification activities.
- 1.2. **Maintain Credibility and Trust:** Reinforce the integrity and credibility of the VVB's services by demonstrating accountability and responsiveness to legitimate concerns.
- 1.3. **Promote Continuous Improvement:** Use feedback from complaints and appeals to identify systemic issues, improve internal processes and enhance the quality and consistency of assurance services.

## 2. Scope

This procedure defines how to manage complaints and appeals received from customers and other external bodies to ensure they are handled in a professional and timely manner. A review of the appeal and complaint process is performed during the annual management review. The "Complaints and Appeals Management" Policy is public and available for external stakeholders on the Ecoryx website.

The appendices define additional instructions for the following products:

**Appendix A:** GHG validation and verification disputes.

## 3. Process description

### 3.1. Acknowledgement and record

Upon receipt, complaints and appeals are:

- Acknowledged to the sender within two working days, unless otherwise specified in an Appendix.
- Recorded in Ecoryx ERP Management System by the Technical & Quality Manager (TQM).

Details are transmitted to the relevant Ecoryx function for processing. Where required, the TQM shall liaise with relevant personnel to reach a resolution. For complaints or appeals received from a non-client, due consideration shall be given to the appropriateness of the response, taking into account potential liability. In such cases, the content of the response is coordinated with the client. This process is subject to strict confidentiality requirements.

### **3.2. Responsibility and Impartiality**

Personnel investigating complaints and appeals shall be different from those who carried out the assessments and made the original decisions. Investigations shall be conducted without discrimination against the appellant or complainant.

- If TQM was involved in the original activity, an internal and independent person shall be appointed by CEO.
- If TQM was not involved, they may carry out the investigation.

TQM is the default channel for complaints and appeals. The CEO is notified depending upon the severity of the issue. Functional Heads are informed of complaints related to their service. In case of a critical risk (e.g., litigation, insurance declaration, accreditation risk), the complaint is transferred to the HR functional head.

### **3.3. Resolution Process**

The resolution process includes:

- Investigation, including business impact and situation analysis.
- Structured response (root cause analysis, correction, and corrective action).
- Implementation of corrections and corrective actions.
- Informing the client of findings and actions taken.
- Monitoring results to ensure the solution is implemented and effective.
- Maintenance of records and document traceability.
- Follow-up on the sustainability of the resolution.

The timeframe for resolution is one week, unless otherwise specified in appendices. The closure timeframe is 90 days, after which an escalation process is initiated.

### **3.4. Appeal Process**

Appeals are a request by the client for reconsideration of a decision made by Ecoryx. Appeals related to GHG schemes are communicated to the CEO and included in the Ecoryx Impartiality meeting. Final decisions on appeals must be made by individuals not involved in the original validation or verification.

### **3.5. Complaint Process**

Complaints may be formal (letter, email, website) or verbal (phone, feedback during site visits). Complaints are handled at the organizational level. An assessment may be initiated to proceed with the investigation and the client shall be notified of the reasons.

### **3.6. Responsibilities**

The Managing Director shall:

- Consider customer feedback and take a vital role in corrective actions.



## **Complaints & Appeals Process**

### **GHG Verification & Validation System**

The Technical & Quality Manager (TQM) shall:

- Initiate corrective actions for complaints and record them in Ecoryx ERP Management System.
- Communicate actions taken to the complainant.
- Ensure the effectiveness and timeliness of the process.

#### **4. Appendix A: GHG Validation and Verification Disputes**

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## **Appendix A: GHG Validation and Verification Disputes**

### **A.1 Disputes**

A dispute is a disagreement regarding GHG validation/verification statements or decisions. A dispute handling procedure is made available to clients upon request.

The procedure includes:

- Sending an acknowledgment receipt to the disputant.
- TQM gathers information to evaluate the validity of the dispute.
- TQM investigating and deciding on necessary actions.
- Communicating investigation results to the disputant in a timely manner.
- Taking appropriate corrections and corrective actions.

Personnel engaged in dispute handling must be different from those who carried out the validation or verification activities. All disputes shall be kept confidential.

### **A.2 Legal Records**

Ecoryx maintains a record of judicial processes. If a pending judicial process is incompatible with Ecoryx's functions as a VVB, the matter shall be promptly reported to the relevant Accreditation Body (AB).