

## Complaints and Appeals Procedure

### Purpose

This document sets out the procedure to be followed for effective and timely resolutions to complaints or appeals relating to standard, guideline, methodology setting activities, procedures and CSI itself, as well as Verification/Validation Bodies (VVB) and Inspection/Certification Bodies (ICB) of CSI.

Professional processing of complaints is key to maintaining customer satisfaction. Containment action mitigates further damage and establishes communication with the complainant while suitable corrective actions are derived from the root cause analysis. The individual stages in the process are an important component of continual improvement for CSI.

### Submission of complaints

Complaints can be submitted in the following ways:

- in writing by post,
- by email,
- by telephone,
- through social media,
- verbally

All correspondence with the complainant is to be filed in Intact and Sharepoint. Complainants may be clients, authorities, label schemes, third parties etc.

### Types of complaints and how they are handled

- a) Complaints on the standards, guidelines or methodologies → will be handled through the review and change request process described in 26\_101EN and 26\_102EN.

CSI invites and welcomes comments or suggestions on any CSI standard, guidelines or methodology being developed or implemented from any individual or organisation following the procedure outlined in the Review and Standard Setting Procedures. CSI will decide how comments should be responded to. Requests should be submitted to [standards@carbon-standards.com](mailto:standards@carbon-standards.com)

- b) Complaints on the services provided by CSI → will be handled by the respective department or CEO of CSI. Complaints should be submitted to [info@carbon-standards.com](mailto:info@carbon-standards.com)  
We are happy to receive comments and proposals for improving our services. CSI is a very service-oriented organization and constantly drives to improve their services.

- c) Complaints on the VVB/ICB of CSI → will be handled by the Operational Management of CSI  
General complaints about the behavior or services provided by a VVB/ICB should first of all be addressed to the respective VVB/ICB. However, if you

feel that your concern was not addressed correctly you can submit a complaint to CSI. Complaints should be submitted to [info@carbon-standards.com](mailto:info@carbon-standards.com)

- d) Appeals against a certification decision of an VVB/ICB. An appeal against a certification decision can only be submitted by the certified operator. Appeals should be submitted to [info@carbon-standards.com](mailto:info@carbon-standards.com).

### **Process for Appeals against certification decisions**

Appeals on certification decisions of an VVB/ICB will only be accepted if the appeals process of the VVB/ICB has been followed and the appeal with the VVB/ICB was not successful.

1. CSI might contact the plaintiff and the VVB/ICB to find out if through mediation the problem can be solved.
2. If this is not successful or deems not useful an initial review of the case will be done by head of division. The head of division will check if sufficient evidence has been provided to investigate the case. If this is not the case additional documentation might need to be submitted. If the plaintiff is non-responsive for more than 30 days during initial review or investigation, CSI reserves the right to close the appeal.
3. The management board will then meet where the topic is discussed and the conclusion on the case will be communicated to the plaintiff and the ICB. Beforehand the plaintiff will be informed of the timelines and any possible delays.

For any type of complaint mentioned above a preliminary answer will be provided within 5 working days. Depending on the case the resolution of the problem might take longer. CSI will however inform the plaintiff about the next steps and possible closure of the complaint.