**EcoEngineers Complaints and Appeals Process**

**Handling of Complaints**

When a complaint is received against validation, verification, or certification activities, EcoEngineers will review, evaluate, and resolve the complaint in accordance with the following process:

a. Upon receipt of a complaint by phone, email, or through the EcoEngineers Feedback Survey on the website, EcoEngineers will promptly acknowledge the complaint by either initiating a phone call or emailing the complainant.

b. The GHG Verification Director and Lead Verifier will confirm if the complaint relates to its validation, verification, or certification activities and gather all necessary information to determine whether the complaint is substantiated.

c. The GHG Verification Director and Lead Verifier record the complaint and prepare a report indicating the outcome and the actions to be taken, if applicable. After Top Management reviews and approves the resolution, the final resolution, and reports, if applicable, are sent to the client by Top Management.

d. EcoEngineers shall ensure that resolutions of complaints do not result in any discriminatory actions against the complainant.

e. A description of the process for handling complaints is available to any interested party.

**Handling of Appeals**

When an appeal against validation, verification, or certification activities is received, EcoEngineers will review, evaluate, and conclude the appeal in accordance with the following process:

a. Upon receipt of an appeal by phone, email, or through the EcoEngineers Feedback Survey on the website, EcoEngineers will promptly acknowledge the appeal by either initiating a phone call or emailing the appellant.

b. The GHG Verification Director and Lead Verifier perform an investigation of the appeal and will gather, evaluate, and verify all necessary information to validate the appeal.

c. The GHG Verification Director and Lead Verifier record the appeal and prepare a report indicating the results of the investigation and the actions to be taken. After Top Management reviews and approves the final decision, the final decision is sent to the client.

d. The Lead Verifier tracks and records the actions taken and the client is kept informed of the progress until the appeal is resolved. At the end of the appeal handling process, a formal notice is given to the client by Top Management.

e. EcoEngineers shall ensure that decisions on appeals do not result in any discriminatory actions against the appellant.

f. A description of the process for handling appeals is available to any interested party.