

envirosense®

Complaints Procedure

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Complaints Procedure

Applicability

This procedure applies to complaints from:

- Clients (organisations undergoing verification or validation)
- Intended users (e.g. regulators, investors, carbon market participants)
- Other interested parties (e.g. NGOs, community groups)

It covers disputes regarding:

- Verification or validation process
- Competence or conduct of verification or validation personnel
- Verification or validation findings and conclusions

Purpose

This procedure establishes a formal process for receiving, assessing, and resolving complaints related to verification and validation activities carried out in accordance with ISO 14064-3:2019. It ensures that complaints are handled impartially, promptly and transparently while maintaining confidentiality where required.

Procedure

• Principles

The complaint-handling process shall adhere to the following principles:

1. Impartiality: The process must remain neutral, ensuring fairness
2. Confidentiality: Sensitive information will be protected
3. Timeliness: Complaints will be addressed promptly within defined timeframes
4. Transparency: Complainants will be kept informed throughout the process

• Complaint Submission

Complaints must be submitted in writing via any of the following channels:

- Email: complaints@envirosenseltd.co.uk
- Postal mail: EnviroSense, Medius House, 2 Sheraton Street, Soho, London, WF1 8BH

The complaint must include:

- Name and contact details of the complainant
- Description of the issue, including relevant dates
- Any supporting evidence
- Expected resolution

• Acknowledgement of Receipt

Upon receipt of a complaint, an acknowledgement will be sent within 5 business days, including a reference number for tracking.

- **Complaint Review Process**

1. Initial Assessment

The Managing Director will evaluate the complaint to determine if it falls within the scope of this procedure and whether additional information is required. If outside the scope, the complaint will be informed and referred to the appropriate authority if applicable.

2. Investigation

A complaint investigation team will be assigned, ensuring no conflicts of interest. The team will:

- Review records and evidence related to the complaint
- Consult relevant personnel involved in the verification or validation process
- Assess compliance with ISO 14064-3:2019 and internal procedures

3. Decision and Resolution

A written decision will be issued within 30 business days along with investigation findings, actions taken (if applicable), and options for appeal (if the complainant is unsatisfied).

4. Appeal Process

If the complainant disagrees with the resolution, they may submit an appeal within 15 business days of the decision. The next stage is for the complaint to be managed according to the EnviroSense Disputes & Appeals Procedure.

5. Record Keeping and Continuous Improvement

All complaints, investigations, and resolutions will be documented for at least 5 years and reviewed periodically to improve the verification or validation process.

- **Contact Information**

For further information, please contact:

EnviroSense: robin@envirosenseltd.co.uk