



SGS UK Climate Change Programme – Inventory Services

Description of Complaints and Appeals Process **Issue 2, 6th January 2012**

If you have cause to complain regarding any aspect of our Inventory Services, or cause to appeal against a decision made by SGS, the complaint or appeal shall be made in writing, and addressed to the Technical Manager, UK Climate Change Programme – Inventory Services, SGS House, 217-221 London Road, Camberley GU15 3EY, UK.

If the complaint is made against the Technical Manager, the letter of complaint shall be addressed to the Head of Climate Change Programme, UK Climate Change Programme – Inventory Services, SGS House, 217-221 London Road, Camberley GU15 3EY, UK.

Complaints

SGS will acknowledge receipt of your Complaint within 2 weeks, advise you who is handling your Complaint, ensure that you are in possession of a copy of the complaints and appeals handling procedure, and to ensure that SGS understand the nature, extent and details relating to your Complaint. SGS will then carry out an investigation into your Complaint, and where appropriate, make recommendations for correction and corrective action. Upon conclusion of the investigation a response will be sent to you detailing the outcome of the investigation together with relevant information on any corrective action initiated.

Appeals

Notification of the intention to appeal against a decision relating to SGS UK CCP Inventory services must be received by SGS UK within 14 calendar days of issuance of the decision to which the Appeal relates. An acknowledgement and appeals form will be sent to you for completion, which must be returned to SGS UK (at the above address) within 14 days of receipt, supported by relevant facts and data for consideration.

An independent appeal panel (comprising persons not involved in the relevant validation, verification or certification activities, or in the independent technical review functions of the opinion subject to the Appeal) will be convened to review the facts of your Appeal. SGS will contact you to notify you who is involved in the investigation of your Appeal, and ensure that you are in possession of a copy of the complaints and appeals handling procedure and that SGS understand the nature, extent and details relating to your Appeal.

The independent appeal panel shall try to resolve any issues identified by the Appeal. Once a decision has been reached, the client will be notified of that decision in writing.

In a situation where the independent appeal panel cannot resolve the issue to the satisfaction of the client, they shall submit details of the Appeal to the SGS Advisory Board/Impartiality Committee for further review and feedback.

Once a decision has been reached, the client will be notified of that decision in writing.

All details of the Appeal and the Appellant remain confidential outside the independent appeal panel.

The original opinion issued by SGS UK CCP shall remain in force pending outcome of the Appeal.

On completion of the Appeal process the decision of the independent appeal panel/ IAC shall be final and binding on both the client and SGS. None of the parties may amend, modify, appeal or contest such a decision. Regardless of the outcome of the Appeal, the client/complainant shall not be entitled to reimbursement of costs or any other losses incurred in relation to either the Appeal process or to the original relevant validation, verification or certification decision if subsequently overruled by the Appeal.

At any stage, during the above proceedings, if you are unhappy with the way SGS have handled your Complaint or Appeal, you may refer the matter to the SGS Accrediting Body, UKAS. Contact details for UKAS will be provided on request.

A full version of the Complaints and Appeals Handling Process is available on request from Climate Change Programme - Inventory Services, SGS House, 217-221 London Road, Camberley GU15 3EY, UK. Tel (0044) 1276 697665