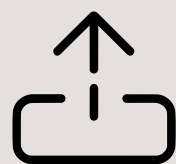


Complaints and Appeals Process

Swiss Climate EcoCare handles complaints and appeals in a fair, impartial, transparent and timely manner. Any person or client may submit a complaint or appeal concerning our certification, assessment, validation or verification activities. A complaint concerns dissatisfaction with our services or conduct, while an appeal requests reconsideration of a decision made by Swiss Climate EcoCare. All cases are documented, assessed and investigated. Decisions are made independently, and corrective actions are implemented where necessary. The complainant or appellant is informed in writing about the outcome and, where applicable, available escalation options.

Process Overview



01 Submit

Complaint or appeal submitted in writing



02 Register & Acknowledge

Case registered and receipt confirmed



03 Assess & Classify

Responsibility, completeness and type assessed



04 Investigate

Facts and relevant information reviewed



05 Independent Decision

Case independently reviewed and decided



06 Corrective Action

Required actions implemented and followed up



05 Communicate

Written outcome and reasons communicated



06 Close or Escalate

Case closed or further action initiated

Detailed Process

01 Submit

Complaints and appeals must be submitted in writing and with reasons. Submissions can be made via the website form, e-mail, post, during an audit or through the relevant certification scheme.

02 Register & Acknowledge

Each case is registered with a unique case ID. Receipt is acknowledged in writing within three working days, including information on the next steps.

03 Assess & Classify

Swiss Climate EcoCare checks its responsibility, the completeness of the submission and whether the case is a complaint or appeal. Missing information is requested where necessary.

04 Investigate

The facts are reviewed and documented. Additional information or statements may be requested. If processing exceeds 20 working days, a written status update is provided.

05 Independent Decision

An independent decision-maker reviews and decides the case. The decision-maker must not have been involved in the matter and must meet the applicable independence requirements.

06 Corrective Action

Where necessary, corrective actions are defined, implemented and followed up. This may also include improvements to internal procedures.

07 Communicate

The complainant or appellant receives a formal written decision explaining the outcome, reasons and, where applicable, measures taken and available escalation options.

08 Close or Escalate

Written confirmation of closure is obtained. If the outcome is not accepted, further measures or the applicable scheme-specific escalation process may follow.

Submit a Complaint or Appeal

Please submit your complaint or appeal in writing, including the reasons for your submission and sufficient information to allow us to understand and assess the matter.

Online:

https://swissclimate-cert.de/en/complaints_and_appeals/

Post:

**Swiss Climate EcoCare GmbH
Boschstraße 23B
22761 Hamburg
Germany**

Complaints and appeals may also be submitted during an audit or referred to Swiss Climate EcoCare through the relevant certification scheme.