



SOCIALCARBON®

SOCIAL CARBON COMPLAINTS
AND APPEALS POLICY.

Version 1.0

socialcarbon.



SOCIALCARBON Complaints and Appeals Policy

Project proponents, assessors, methodology element developers and other stakeholders (including interested stakeholders) may submit enquiries to Social Carbon Foundation at any time. In addition, Social Carbon Foundation provides a complaints procedure and an appeals procedure that applies to all standards and programs managed by Social Carbon Foundation.

All expenses, internal and external, incurred by Social Carbon Foundation in handling complaints and appeals shall be paid by the entity filing the complaint or appeal. Prior to initiation of the handling process, Social Carbon Foundation will inform the entity filing the complaint or appeal of its estimated handling cost. Where the outcome of a complaint or appeal is to overturn an earlier decision made by Social Carbon Foundation, the entity filing the complaint or appeal will not be liable for covering such expenses.

1. Complaints

A complaint is an objection to a decision taken by Social Carbon Foundation or an aspect of how it operates a program(s) managed by Social Carbon Foundation, or a claim that relevant program rules have had an unfair, inadvertent or unintentional adverse effect. Stakeholders are provided with the following complaints procedure:

1. The complaint shall include the following information:
 - a) Name of the complainant.
 - b) Name of organization, where relevant.
 - c) Contact information for the complainant.
 - d) Details of the complaint.
 - e) Declaration of any conflict of interest in submitting the complaint.

2. The complaint shall be addressed to the appropriate program manager listed on the Social Carbon Foundation website and emailed to operations@socialcarbon.org with the word *complaint* in the subject line. An email response is provided to the complainant from Social Carbon Foundation acknowledging receipt of the complaint.

3. Social Carbon Foundation appoints an appropriate person to handle the complaint, who will organize an analysis (involving external experts, as required) and determine any appropriate action required.
4. Social Carbon Foundation prepares a written response and provides this to the complainant. The response to the complaint is brought to the attention of and approved by the Social Carbon Foundation Chief Executive Officer (CEO).
5. All information submitted by the complainant with respect to the complaint is kept confidential by Social Carbon Foundation.

Complaints by stakeholders about a project proponent or its partners shall be pursued with the respective entity. Similarly, complaints about entities (by the clients of such entities) that provide services under the relevant Social Carbon Foundation program, such as assessors, shall be pursued via the respective entity. In either of the cases above, where the complaint is not resolved to the satisfaction of the complainant and the complaint is in relation to the respective entity's interpretation of the relevant program rules, the complainant may submit a complaint to Social Carbon Foundation. Note that other stakeholders may also choose to submit complaints to entities providing services under the relevant program where such entities have complaints procedures for third parties (i.e., non-clients).

2. Appeals

Where a complaint, submitted as set out in Section 1 above, has not been resolved to the satisfaction of the complainant, complainants are provided with the following appeals procedure:

- 1) The appeal shall include the following information:
 - a) Name of the appellant.
 - b) Name of the organization, where relevant.
 - c) Contact information for the appellant.

- d) Details of the appeal, including reference to the original complaint.
- 2) The appeal shall be addressed to the Social Carbon Foundation CEO with the word *appeal* in the subject line. An email response is provided to the appellant from the CEO acknowledging receipt of the appeal.
- 3) The CEO presents the appeal to the Social Carbon Foundation Board, which organizes an analysis, involving external experts (as required).
- 4) The Social Carbon Foundation Board prepares a written response and the Social Carbon Foundation CEO provides this to the appellant. The Social Carbon Foundation Board's decision is final and binding.
- 5) All information submitted by the appellant with respect to the appeal is kept confidential by Social Carbon Foundation and the Social Carbon Foundation Board.