

	Code: CNC-PRO-09	Version: 01
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	Appeals Procedure	

1. OBJECTIVE

Establish the actions to be considered for the management, evaluation and corrective action of appeals that may be submitted to Carbon Neutral Certification (CNC), in relation to the results of validations/verifications.

2. SCOPE

Applies for processing and resolution of appeals that may be presented to validation/validation/verification decisions and validation/validation/verification claims made by CNC.

3. DESCRIPTION OF THE ACTIVITY

CNC is responsible for all appeals process and decisions at all levels.

3.1 Appeal management

3.1.1 The client has a period of 3 working days from the notification of the decision taken to appeal against the resolutions.

3.1.2 It must be presented using the *CNC-PRO-09-F01 Appeal Registration*, where it must clearly state the appeal and accompany it with all relevant evidence. This information must be sent to the info@carbonneutral.ie mail <mailto:xxxx@xxx-xx.com> for processing.

3.1.3 The Quality Manager receives the information, confirms its receipt to the Client and processes the appeal. It must list the appeal in sequential order, assigning the following record number: consecutive-year (example 001-2019) and indicate the date of processing..

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Note 1: *In the event that the Quality Manager is absent, appeals will be channeled to the General Manager.*

Note 2: The Quality Manager has 2 working days to send the appeal to the General Manager.

3.1.4 Upon receipt of the appeal, the General Manager must review whether the appeal was presented within the time limits dictated in this procedure; If it has not been presented within the prescribed time, it must inform the appellant that the appeal is inadmissible.

Note: The General Manager has 2 working days to respond on the admissibility to the appellant.

3.1.5 If the appeal is presented within the established deadline, the General Manager must request three people, members of the validation/verification team to thoroughly analyse the appeal presented. The General Manager can be part of these three people. This request must be made via email.

Note 1: *the members of the validation/verification team that are responsible for evaluating the appeal, preferably should be Lead Validators/Verifiers. In the case of an appeal of a technical nature, there must be a Technical Expert.*

Note 2: *The members appointed to participate in the appeal processing must be different (independent) from the ones who was involved in the proceedings that led to the issuance of the appealed decision.*

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Note 3: *Before initiating the evaluation process, the General Manager must issue a note to the appellant about the appeal handling process (process to follow) and indicate the personnel involved in the process.*

3.2 Appeal Assessment

3.2.1 The designated team members must evaluate the evidence presented and determine if it is sufficient evidence to take pertinent actions to correct the situation, they may even give oral hearing to the appellant for testimony presentation which may clarify evidence presented at the beginning of the process, or determine that the appeal is unfounded. Such evaluation should be performed using the *CNC-PRO-09-F02 Appeal Evaluation*.

Note 1: *In cases where the appeal presented is related to a Validation/Verification Claim issued, the work team must evaluate the appeal resolution considering what is mentioned in the CNC-PRO-08 Procedure for facts discovered after the issuance of the validation/verification claim.*

Note 2: *It have 10 working days after receipt to respond the appeal. If an extension is required due to the complexity of the investigation, the Quality Manager must send reports to the appellant explaining the situation.*

3.2.2 *The Quality Manager must notify the appellant by email the evaluation results, and if applicable, what actions will be taken to correct the situation, people responsible for and implementation dates. If it is determined that the appeal is not accepted, the Quality Manager must inform the appellant, the reason why it is not accepted, indicating that the decision is irrevocable and final.*

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Note 1: CNC must ensure that appeals decisions will not result in any discriminatory action against the appellant.

Note 2: The appeal records will be kept in the Client file and, if applicable, the actions carried out to solve the situation as evidence of its treatment.

3.2. 3 If it is determined that the presented appeal proceeds, and by internal control, the Quality Manager must determine if it is necessary to follow the procedure *CNC-PRO-13 Procedure for nonconformities and corrective actions management* and develop a corrective action plan to address the root cause of the problem presented. There is a period of **5 working days** to prepare the corrective action plan.

3.3 Access to information

3.3.1 The documents and files may be consulted only by the appellant, the General Manager and Quality Manager of CNC.

Note 1: Information may be provided to other parties, with the express prior written permission of the appellant.

4. CHANGES CONTROL

Changes description

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