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1. OBJECTIVE

Establish the actions to be considered for the management, evaluation and corrective action of complaints of Carbon Neutral Certification (CNC), in relation to the services offered.

2. SCOPE

Applies to all submitted complaints to CNC.

3. DESCRIPTION OF THE ACTIVITY

CNC is responsible for all decisions at all levels of the complaint handling process.

3.1 Complaint Reception

3.1.1 Complaints must be submitted in writing, using the *CNC-PRO-10-F01 Complaint Register*, and attach the evidence it deems relevant. This form must be sent to the customerservices@cnc.ie <mailto:xxxxx@xxx-xx.com> for processing.

3.1.2 The Quality Manager is the one who receives the information, and inform the complainant has been received. It must list the complaint in sequential order, assigning the following registration number: consecutive-year (example 001-2019) and indicate the processing date and send it to the CNC General Manager.

Note 1: *In case The Quality Manager is absent, complaints will be channeled to the General Manager.*

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

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3.1.3 Complaints must be dealt with by personnel other than those related to the complaint.

Note 1: *complaints must be dealt by the General Manager in conjunction with the Quality Manager. If the Quality Manager is directly involved in the complaint, or has participated in the process related to the complaint, the Directorate will be responsible for giving the respective treatment or vice versa. If required, the person responsible for dealing with the complaint may conform a work team for the respective treatment. These people may be from the CNC validation/verification team, since they are people with competence to collaborate with the investigation and should not be involved in the complaint.*

Note 2: *All information generated during the investigation will be kept confidential by CNC, and in these same terms is communicated to the complainant.*

Note 3: *Before starting the evaluation process, a note should be issued to the complainant explaining the complaint handling process (process to be followed) and indicating the personnel involved in the process.*

3.2 Complaints evaluation and treatment

3.2.1 The work team must carry out the complaint review to confirm whether it is related to validation/verification activities for which CNC is responsible, and determine whether it proceeds or not as follows:

- a) Conduct the complaint investigation, based on the presented evidence.

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- b) The views of the affected area can be considered, without this implying that it participates in the resolution of the complaint.
- c) If the complaint proceeds, if necessary, the opening of a corrective action plan is necessary, following the procedure *CNC-PRO-13 Procedure for non-conformities and corrective actions management*.
- d) In cases where the complaint presented is related to a GHG Statement previously validated/verified after the validation/verification Opinion is issued, the work team must evaluate the complaint resolution considering what is mentioned in the procedure *CNC-PRO-08 Procedure for facts discovered after the issuance of the validation/verification opinion*.
- e) Notify the complainant in writing the complaint resolution, in all cases that are considered invalid, the response must bear the respective justification. In case the complaint proceeds, it must be informed of the actions taken.
- f) The Quality Manager must monitor the actions taken and evaluate their effectiveness, if applicable.

Note 1: Such evaluation must be performed using the *CNC-PRO-10-F02 Complaint Evaluation* form. There is a period of 15 working days, from the date on which the complaint was received, to respond to the complainant.

4. CHANGES CONTROL

Changes description

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