

Appeals and Complaints – Factsheet

Clients/reporters have the option of filing an appeal or complaint after the verification activities have been initiated. Noblis' General Counsel and Chief Ethics Officer is responsible for ensuring the impartial and ethical conduct of the GHG Verification Body and supervising the process.

Noblis' Project Leaders accept appeals and complaints and notify appellants of the receipt of an appeal or complaint. The Project Leaders inform the appellant of the name(s) of the independent reviewer – who has not been involved in the verification activities - who evaluates the complaint/appeal to see if it is justified and applicable. This notification also indicates that an additional formal letter will be forthcoming on the outcome of the evaluation.

The Noblis Chief Executive Ethics Officer ensures appeals are reviewed on their merits for technical justification and applicability. The officer has full access to documents, procedures, personnel and related information to ensure that complaints/appeals can be fully investigated and reviewed. After investigation, if corrective actions are warranted, the Chief Executive Ethics Officer documents the rationale for the specified actions, briefs the Verification Body manager in writing, and partners with the manager to ensure that the actions are taken. It is the manager's responsibility to brief the Noblis Verification Program Management Board to ensure preventive and corrective actions are introduced, tracked and implemented.

The Noblis Verification body maintains control of the appeals and complaints process at all levels. The Chief Executive Ethics Officer ensures confidentiality of complaint documentation and investigation. The officer works with the Verification body manager to ensure that no discriminatory actions are taken against appellants by maintaining independent access to documents, keeping deliberations related to the evaluation of the appeal/complaint confidential, and through other procedures and processes developed and implemented in consultation with the Noblis Verification Program Management Board.

Noblis Greenhouse Gas Verification Program

Appeal/Complaint Form

Date: _____ Client/Reporter: _____

Reporter ID Number: _____ Date of Contract with Noblis: _____

Name of Complainant/Appellant: _____

Business/Organization: _____

Address: _____

Telephone: _____

Email: _____

Name of Alternate Contact: _____

Address (If different than Primary contact) _____

Telephone: _____

Email: _____

Nature of Appeal

- 1) _____ Verification of GHG Inventory
- 2) _____ Concern regarding Impartiality/Conflict of Interest
- 3) _____ Other (please specify) _____

Nature of Complaint/Appeal (Please include specific references to documents, dates, personnel, communications, contracts and other materials where relevant). Additional pages may be attached.

Signature: _____

Date: _____

Thank you for registering your concern/complaint/appeal. You will be notified within 1 week of receipt of this document and assigned a response code-number by a Noblis Verification Tracking Officer. Formal notification in writing of the outcome of Noblis' review of this concern/complaint/appeal will also be made at the address above.



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