

## Handling complaints, disputes and appeals

**Any stakeholder may submit complaints to GHG-Services whereas disputes and appeals can only be filed by project participants of projects for which GLC is delivering CDM services.**

*We value our customers and we care about their opinions as well as the views of other stakeholders. We therefore appreciate your feedback and complaints in order to improve our service permanently.*

All appeals, disputes and complaints are recorded and handled confidentially and impartially. Every complainant or organization raising a dispute and appellant will not be discriminated against. All persons handling the claim will be independent and not involved in the project or process related to the complaint, dispute or appeal.

Everybody working for or on behalf of GLC is obliged to record an appeal, dispute or complaint and forward it immediately to the Quality Representative (QR) of GLC's Sustainability and Carbon Services. In addition, the GLC's Sustainability and Carbon Services website comprises a [form](#) which can be used directly by any stakeholders and forwarded to the QR. The claimant will receive a confirmation of the received complaint, dispute or appeal within five working days. The QR will initiate a review of the issue and a response will be made as quickly as possible.

If the complaint/dispute can be followed-up within the Sustainability and Carbon Services it will be evaluated at the management level by the GHG Co. If the complaint/dispute can not be solved within Sustainability and Carbon Services the independent appeals panel will be activated directly. In addition, all appeals have to be handed over directly to the appeal panel.

Further procedures and allocations of responsibilities can be made available upon request.



Bernhard Ständer

(Managing Director, GLC)

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