



Carbon Trust Assurance Limited Management System Certification Scheme

Complaints Procedure

Introduction

Customers of Carbon Trust Assurance have the right to complain about our services. We are committed to treating all complaints in a timely and constructive manner. This document describes our complaints handling procedure.

A complaint is defined as:

“An expression of dissatisfaction, other than Appeal, by any person or organisation, relating to the Company’s certification services provided under the Certification Scheme, or relating to a certified client, and to which a response is expected.”

Complaints Process

If you are not satisfied with any aspect of the service you have received or the activities of the Company, or if you have any dissatisfaction about a certified client which could have a material effect on the validity of its certification, you have the right to make a Complaint.

Complaints shall be made in writing and submitted by either post or e-mail to the address at the bottom of this page. We will acknowledge receipt of a complaint within 3 working days of receipt.

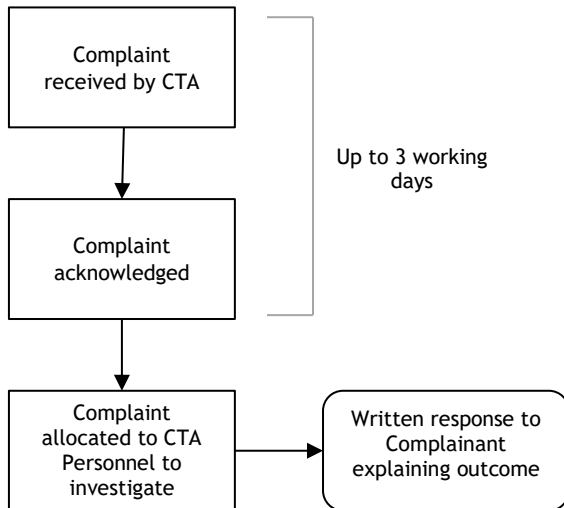
We will handle each complaint by allocating it to designated person, being a member of staff who has not previously been involved in, and is not the subject of, the complaint. Where appropriate, we will escalate a complaint – normally to the Associate Director Certification in the first instance. At our discretion, we may choose to escalate the complaint to the Company Board.

Following our investigation of a complaint we will write to you setting out our response and the reasons for our conclusions.

Where the complaint relates to a certified client written notice of the complaint and a request for cooperation in the investigation into the complaint shall initially be sent the client concerned, followed by confirmation of the outcome. In such instances the investigation of the complaint shall consider the effectiveness of the certified management system

We will, together with the complainant and, where applicable, the certified client, determine whether and, if so to what extent, the subject of the complaint and its resolution shall be made public. Except to the extent to which it is determined that a complaint shall be made public we will treat all complaints and records of complaints, including remedial actions, as confidential.

Complaints Process Flowchart



Carbon Trust Assurance Limited is a wholly-owned subsidiary of the Carbon Trust. The business and registered office of the Carbon Trust Assurance Limited is 4th Floor, Dorset House, 27-45 Stamford Street, London SE1 9PY. Carbon Trust Assurance Limited is registered in England and Wales with number 06547658