

Carbon Trust Assurance Limited Management System Certification Scheme

Appeals Procedure

Introduction

Clients of Carbon Trust Assurance have the right to appeal a certification decision. We are committed to treating all appeals in a timely and constructive manner. This document describes our appeals handling procedure.

An appeal is defined as:

“A request by the Client for reconsideration of a certification decision made by the Company under the Certification Scheme.”

Appeals Process

If you are not satisfied with a certification decision made by us in relation to your audit, you have the right to make an appeal.

All appeals should be made in writing to us by the appellant, stating the grounds on which the appeal is made and supplying any relevant evidence. An Appeal Form is available on request. Appeals can be made by either post or e-mail to the address at the bottom of this page.

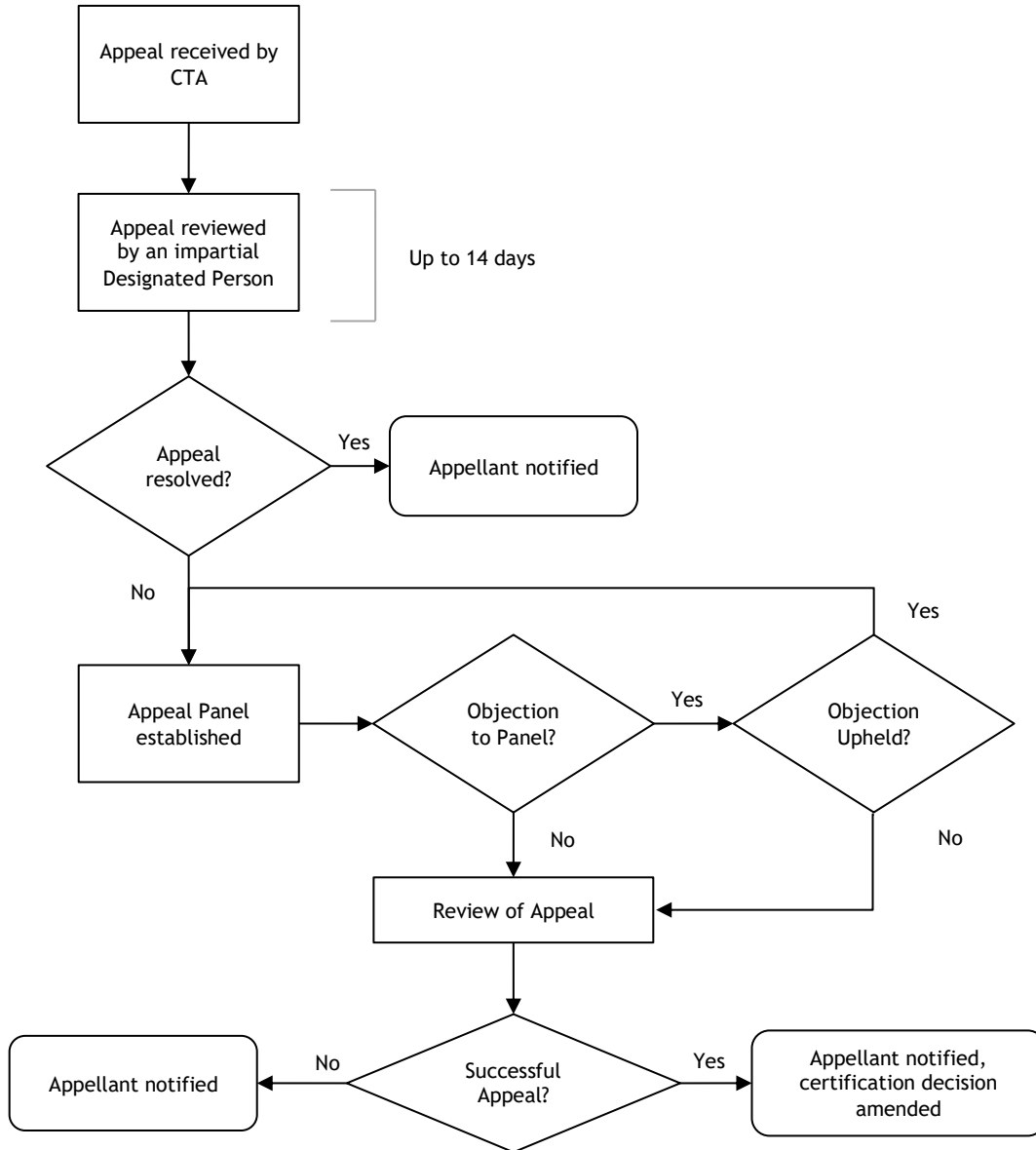
Upon receipt of a written appeal, a designated person (who shall be impartial and independent of the nature of the appeal) will perform an initial review. If a mutually satisfactory outcome can be achieved at this stage the appeal will not go beyond this point. If this is not possible an independent Appeals Panel will be established to resolve the appeal.

Members of the Appeals Panel will be appointed by the Company's Impartiality Committee Chairman, and shall be free from any conflict of interest that may compromise the impartiality of the investigation. Nor shall any member have been involved directly in the original certification decision which is the subject of the appeal.

The membership of the Appeals Panel will be communicated to you and you will have the right to object to its composition within 48 hours. You also have the right to present your case in person during the review.

Our designated person will provide you with a written statement of the appeal findings and the reasons for the decision reached. All records of appeals will be kept confidential.

Appeals Process Flowchart



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