

COMPLAINTS POLICY

Climate Friendly endeavours to meet the highest standards of service in its dealings with its clients, counterparties and stakeholders. We value open communication and feedback at all times. Whilst we hope that the service we provide to you is always the best it can be, we recognise that sometimes we will fall short of the high standards we set for ourselves.

Complaints provide us with valuable information about our service delivery and performance. They help us to continually improve the service we provide, as well as ensuring that we resolve any concerns that you may have to the best of our ability.

Principles and Definitions

We adopt the following definitions, which are included in the [Carbon Industry Code of Conduct](#):

- a. 'Complaint' is an expression of dissatisfaction made to or about an organisation related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required; and
- b. 'Breach' is any failure to comply with the Code of Conduct including the Code Rules, and other documentation referred to in the Code.

Our complaints handling process is modelled on the principles of fairness, trust, accessibility, responsiveness, efficiency, and integration with core business.

Making a Complaint

Complaints and alleged breaches of the Australian Carbon Industry Code of Conduct can be raised by:

- a. Raising your concern directly with your Climate Friendly project manager;
- b. Emailing legal@climatefriendly.com; or
- c. Writing a letter addressed to: Climate Friendly, Suite 3, Level 24/60 Margaret St, Sydney NSW 2000.

To help us respond quickly and effectively to your complaint, we ask that you include as many specific details as possible about the issue, together with any relevant documentation, and an outline of your desired resolution.

We will follow the below process to address your complaint:

- 1. We will acknowledge receipt of your complaint in writing within 2 business days.
- 2. Following receipt of your complaint, we will investigate the circumstances. This investigation will primarily be handled by your Climate Friendly project manager or contact, but you can let us know if you would prefer that another Climate Friendly employee is appointed.

3. We will notify the Code Administrator within 10 business days if your complaint indicates a suspected breach of the Code of Conduct and update them on the progress of your complaint.
4. We will respond with feedback on the outcome within 21 days of receipt of the complaint. In our response, we will resolve the complaint if possible and will set out the steps that we will take in order to close the complaint.
5. We will make every effort to meet these timeframes, where it is practical to do so. However, if the matter is complex and more time is required, we will inform you and may take a total of 45 days to provide a response.

Internal Review

If you are not satisfied with our response, you can ask us to escalate internally for review by a different decision maker. We may also escalate the matter for internal review where the complaint is complex:

- a. Where a matter is escalated for internal review, a senior manager will review if the frontline complaint handler's decision was justified or if an alternate solution is more suitable.
- b. The senior manager may investigate the complaint further, facilitate a discussion, or refer the matter to an external mediator or facilitator.
- c. The senior manager will write to you to let you know the outcome of the internal review and include any steps we will take to remediate any identified issues and any actions that we may take prior to finalising the complaint.

External Review

Following our internal review, if you are not satisfied with our response, an external review may be necessary. This may include the following:

- a. Alternative dispute resolution – a neutral third party may be asked to settle an escalating dispute;
- b. Referral to external investigation agency – including the Code Administrator for the Carbon Industry Code of Conduct; or
- c. Referral to any other appeals or review mechanisms as appropriate – including via legal tribunals or other regulators.

If you are unsatisfied with our final response to your complaint or our complaints handling process itself, or if your complaint has not been resolved within 45 days, you can contact the Code Administrator directly using the details below:

- a. Email code.administrator@carbonmarketinstitute.org and info@carbonmarketinstitute.org; or
- b. By completing the [client complaint form](#) on the Carbon Market Institute's website.

Records and Privacy

Your complaint will be treated confidentially.

We will maintain records of your complaint, any investigation carried out and its outcome in accordance with the law and the Australian Carbon Industry Code of Conduct in our Complaints Register.

We may share information you provide to us with third parties in accordance with our [Privacy Policy](#).