



## 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 recognize 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 our clients have any issues resolved.

### Principles and definitions

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

- a) 'Complaint' An expression of dissatisfaction with an action or service of a signatory where a response or resolution is explicitly or implicitly expected (see the Australian Standards Complaints Handling Process AS ISO 10002–2006);
- b) 'Breach' Any failure to comply with the Code of Conduct including the Code Rules, and other documentation referred to in the Code.
- c) 'Complainant' A client, stakeholder or other party who lodges a complaint.

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

### Making a complaint

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

- a) Raising your concern directly with your Climate Friendly project manager or
  - b) Emailing [correspondence@climatefriendly.com](mailto:correspondence@climatefriendly.com)
  - c) A letter addressed to: Climate Friendly, Level 2 140 William Street, Woolloomooloo, NSW 2011.
- 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 record all complaints and alleged breaches in a Complaints Register and all complaints are escalated to Senior Management in accordance with our internal processes. As a signatory to the Carbon Industry Code of Conduct, we will also notify the Code Administrator of your complaint within 10 business days of receiving it. We will keep the Code Administrator updated with the progress of your complaint.

- We will acknowledge receipt of your complaint in writing within three business days of receiving notification of your complaint.
- 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 may at your request, be handled by an alternative Climate Friendly employee.
- We will respond with feedback on the outcome within 21 days of receipt of the complaint. 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.
- 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.

## Further review

If you feel that the resolution, we propose is unsuitable, you may request that the matter is escalated internally for review and/or contact the Code Administrator directly.

The Code Administrator may be contacted by:

- a) Email at [code.administrator@carbonmarketinstitute.org](mailto:code.administrator@carbonmarketinstitute.org); or
- b) By completing the [Client Complaint Form](#) on the Carbon Market Institute's website

## Complex cases

We may also escalate the matter for internal review where the complaint is particularly complex.

1. Where a matter is escalated for internal review, a relevant member of Senior Management will review the decision of the frontline complaint handler to confirm the decision or take corrective action.
2. The Senior Manager may investigate the complaint further, facilitate a discussion, or refer the matter to an external mediator or facilitator.
3. The Senior Manager will write to you to confirm the outcome of the internal review and will set out a proposed resolution and any steps that we will take in order to close the complaint.

Following our internal review, if you consider our response to be unsatisfactory, 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 using the details above;
- c) Referral to any other appeals or review mechanisms as appropriate – including via legal tribunals or other regulators.

## Records and Privacy

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

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