

Complaint Procedure for UNFCCC CDM Validation and Verification Service

As a customer focused organization, we strive for customer satisfaction and continual improvement. Clients of HKQAA's CDM Validation and Verification (V/V) Service or their stakeholders have the rights to file complaint against HKQAA or its validation and verification reports.

Details of complaint / objection shall be submitted *in writing* by post, by Fax: 852 2202 9222, via e-mail hkqaa@hkqaa.org.

All cases will receive our full attention and follow up action. Our agency will acknowledge all cases within three working days by post, fax or e-mail and approach persons concerned to understand the cases. Following compliant handling procedure will be followed:

1. The validity of the compliance will be determined based on terms and conditions in CDM V/V service contracts as well as applicable HKQAA Regulations and UNFCCC CDM accreditation requirements.
2. Independent investigation by personnel different from those who carried out the validation or verification/certification activities will be undertaken to determine the cause of complainant and action required to prevent recurrence.
3. Complainant will be informed of the action undertaken or, the progress of independent investigation within 30 working days
4. The effectiveness of action undertaken will be evaluated according to UNFCCC CDM accreditation requirements.
5. Written consent of complainant will be sought before releasing any relevant information to the external parties.