

## **Complaint, Dispute and Appeal Procedure for ISO14064/UNFCCC CDM Validation and Verification Service**

As a customer focused organization, we strive for customer satisfaction and continual improvement. Clients of HKQAA's ISO14064 / CDM Validation and Verification (V/V) Service or their stakeholders have the rights to file complaint, dispute and appeal against HKQAA or its validation and verification services.

Details of complaint, dispute and appeal shall be submitted in writing by post, by Fax: (852) 2202 9222, via e-mail [hkqaa@hkqaa.org](mailto: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.

A-A) Following complaint and dispute handling procedure will be followed:

1. The validity of the compliance/ dispute will be determined based on terms and conditions in V/V service contracts as well as applicable HKQAA Regulations and/or 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 / dispute, and action required to prevent recurrence.
3. Complainant/ dispute 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 and/or HKQAA regulations.
5. Written consent of complainant/dispute will be sought before releasing any relevant information to the external parties.

B-B) Following appeal handling procedure will be followed:

In the event of a Business wishing to appeal against any decision of the HKQAA, it shall within 21 clear days after having been officially informed of such a decision give notice in writing to the secretary of the HKQAA of its desire to appeal against that decision. A meeting of the Appeals Panel shall be held within 30 clear days of receipt of such notice and the appellant shall be given at least 7 clear days notice of the time and place of such a meeting. The original decision of the HKQAA shall stand (and its effect take place) pending any meeting of the Appeals Panel. At such a meeting both the appellant and the HKQAA executives shall be entitled to be heard in confidence. The decision of the majority of the Appeals Panel as declared by its chairman shall

be final. The chairman may exercise a casting vote. The chairman shall provide the appellant a written statement of the appeal findings; including the reason for the decision reached, within 21 clear days after the decision of the Appeals Panel is made.

No member of an Appeals Panel may have any direct interest in the subject of the appeal. Nevertheless, an appellant shall have the right to state objections to the constitution of the Appeals Panel. Following receipt of any objection the Council of HKQAA shall consider the objection and decide whether to change or retain the constitution of the Appeals Panel.

In cases where the appellant of CDM PP is not satisfied with the decision, HKQAA shall inform the appellant that it has the option of making a complaint to the EB.