

## Complaints Process

The Complaints Process is intended to manage, assess, and take corrective action as appropriate on received complaints in a confidential manner per ISO 17029, Section 9.10.

SCV's Complaints Process is as follows:

- Complainants are requested to submit the complaint through to the Quality System Manager via the "Contact Us" link provided on the SCV website. The complainant is requested to provide the following information:
  - The name of the client/complainant
  - Contact information of the complainant
  - The details/nature of the complaint
  - If applicable, a suggested resolution to the complaint
- The Quality System Manager will review the complaint to determine if the complaint is related to validation/verification activities that SCV is responsible for.
  - If the complaint is related to an SCV validation/verification project the Quality System Manager will proceed with an investigation of the complaint
  - If the complaint is not related to an SCV validation/verification project the Quality System Manager will assign the Director of GHG and Climate Change (or SCV Corporate Representative if the Director is involved on the project), to proceed with the investigation
- The Quality System Manager will then inform the complainant of:
  - The receipt of the complaint
  - The SCV staff assigned to resolve the complaint (if different from the Quality System Manager)
  - A summary of the next steps and timelines
  - The formal notice of outcome of the complaint investigation

All complaints will be stored within the GHG SharePoint file system, in a folder only accessible by the SCV Corporate Representative and Quality System Manager to maintain confidentiality.

The resolution of complaints shall be made by, or reviewed and approved by, individuals not involved in the complaint in question. Where resources do not permit this, any alternative approach shall not compromise impartiality.

If the complainant is dissatisfied with the outcome of the investigation and decision they will be directed to the appeals process (also linked on the website).