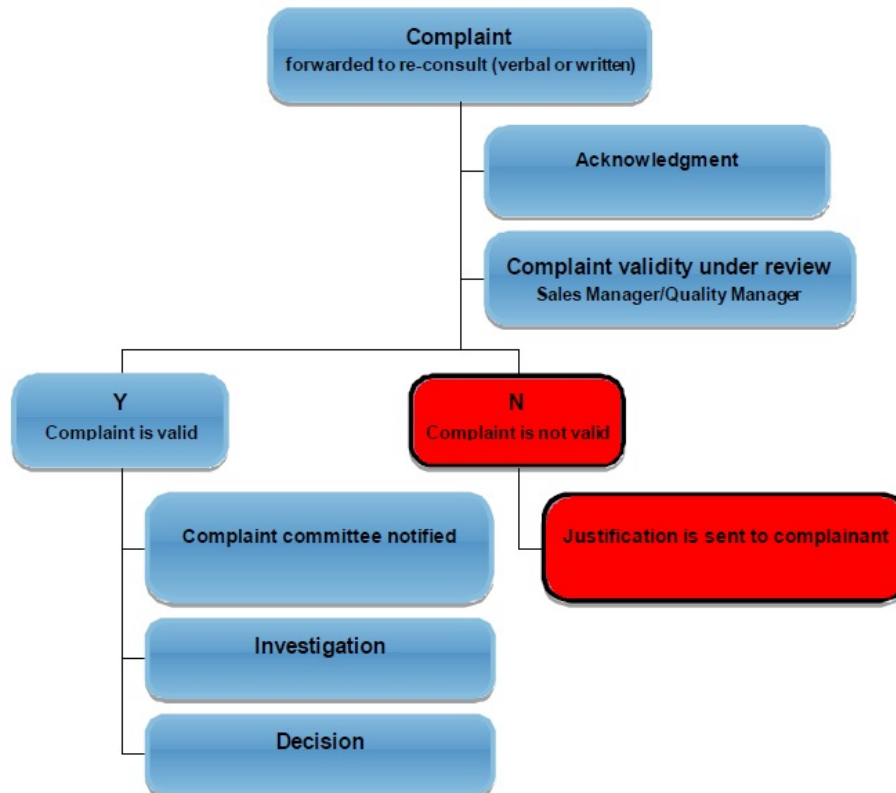


## What can I do ?

re-carbon is committing to ensuring fast and appropriate handling of disputes, complaints and appeals.

## What is a Complaint ?

Formal (written) or informal verbal expressions of dissatisfaction regarding re-carbon's CDM functions from any source such as CDM, PP, stakeholders, government bodies, NGOs, etc.



## What is an Appeal ?

CDM's or PP's request for a review by an independent appeal panel of various decisions taken by re-carbon in respect of Validation or Verification/Certification functions .

The "Appeals" process is applicable only to clients which have contracted re-carbon and is processed by an independent "Appeals Committee".

## What is a dispute ?

Disagreement between re-carbon and the PP about recommendations and/or opinions/decisions made at various stages during the validation or verification/certification process.

**In any of the above-mentioned cases, your input will be acknowledged and the person who handles your case will notify you within 24 hours.**