

Complaints and Appeals

Dillon maintains both an appeals and complaints procedure for third-party Greenhouse Gas (GHG) Validation and Verification work.

Complaints

Clients/complainants are encouraged to submit the complaint to the Dillon Climate Change Partner (DDiemer@dillon.ca) along with this information:

- The name of the client/complainant and pertinent contact information
- The details/nature of the GHG validation/verification complaint
- A suggested resolution to the complaint, if applicable

The Climate Change Partner is independent of any technical project work and will review the complaint to determine if the complaint is related to GHG validation/verification activities that Dillon is responsible for.

If the complaint is related to Dillon's GHG validation/verification activities the Climate Change Partner will proceed with investigation of the complaint. If the complaint is not related to Dillon validation/verification activities, the Climate Change Partner (or President if the Climate Change Partner is involved on the project) will designate a Dillon Partner to proceed with the investigation.

The Climate Change Partner will then inform the client/complainant of:

- The receipt of the complaint
- The Dillon staff assigned to resolve the complaint (if different from the Climate Change Partner)
- A summary of the next steps and timelines
- The formal notice of outcome of the complaint investigation.

If the client/complainant is dissatisfied with the outcome of the complaint investigation and decision they will be directed to the appeals process detailed below.

Appeals

Clients/complainants that are dissatisfied with the resolution of the complaint or procedure followed are encouraged to submit an appeal through the President (SGiles@dillon.ca) along with this information:

- The name of the client and pertinent contact information
- The details/nature of the appeal
- A suggested resolution to the appeal, if applicable

The President will review the appeal and inform the client/appellant of:

- The receipt of the appeal
- The Dillon staff assigned to resolve the appeal (if different from the President)
- A summary of the next steps and timelines
- The formal notice of outcome of the appeal investigation.

The President or their designate will ensure that the decision made on the appeal investigation does not result in any discriminatory actions.

If the client/appellant is dissatisfied with the outcome of the appeal investigation and decision they will be directed to voice their concerns to ANAB as Dillon's accreditation body.