

# Complaints and Appeals

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Dillon maintains both an appeals and complaints procedure for the Third-party Greenhouse Gas (GHG) Validation and Verification service area.

## Complaints

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Clients/complainants are encouraged to submit the complaint through to Quality System Manager (GHGQualitySystemManager@dillon.ca) along with this information:

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

The Quality System Manager is independent of any technical project work and will review the complaint to determine if the complaint is related to validation/verification activities that Dillon is responsible for.

If the complaint is related to Dillon validation/verification activities the Quality System Manager will proceed with investigation of the complaint. If the complaint is not related to Dillon validation/verification activities, the Quality System Manager will assign the Climate Change Partner (or President if the Climate Change Partner is involved on the project), to proceed with the investigation.

The Quality System Manager will then inform the client/complainant of:

- The receipt of the complaint
- The Dillon 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.

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

## Appeals

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Clients/complainants that are dissatisfied with the resolution of the complaints procedure are encouraged to submit an appeal through the President (President@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 against the appellant.

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