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# COMPLAINTS AND APPEALS FOR THIRD-PARTY GREENHOUSE GAS (GHG) VALIDATION AND VERIFICATION

*Dillon maintains both an appeals and complaints procedure for third-party GHG Validation and Verification work.*

## Complaints

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Clients/complainants are encouraged to submit the complaint to the Dillon Climate Change Partner (David Diemer: [DDiemer@dillon.ca](mailto: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 preparing a response to 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 preparing a response.

The Climate Change Partner will determine if a formal investigation is required and follow the Improvement Opportunity (IO) Process.

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
- A response that addresses the complaint if no formal investigation is required
- The formal notice of outcome of the complaint investigation (if a formal investigation is triggered)

## Appeals

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Clients/complainants that are dissatisfied with the resolution of the complaint or procedure followed are encouraged to submit an appeal through the President (Sean Hanlon: [SHanlon@dillon.ca](mailto:SHanlon@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.