Insights, Complaints, and Reasoned Concerns

How Denominator receives and handles complaints and concerns about its scores and ratings

1. Purpose and scope

This procedure explains how anyone in Denominator's database can gain insights, raise a complaint or a concern, and how we handle it. It applies to TheDenominator, Inc. and its subsidiaries, including Equileap B.V. (together "Denominator").

2. How to submit a request for insight, complaint or concern

Requests for insight, complaints, and concerns can be sent by email to items@denominator.com. Please include your name and organisation, a potential score or rating concerned, a description of the issue, and any supporting information.

3. How we handle items

- We confirm receipt of the item.
- The item is investigated by a relevant person.
- We investigate in a timely and fair manner and inform of the outcome within a reasonable period.

4. Records

All documents relating to raised items, including those submitted by the interested party, are kept for the retention period required by applicable laws.

5. Contact

items@denominator.com