

At Carbonology®, we are committed to providing the highest quality of service in our ISO 14064 verification audits. We value your feedback and strive for continuous improvement. If you are dissatisfied with any aspect of our service, our formal complaints procedure is designed to ensure your concerns are addressed promptly, fairly, and transparently.

How to Make a Complaint:

1. **Informal Resolution:** In many cases, issues can be resolved quickly through direct communication. We encourage you to first discuss your concerns with your primary contact (e.g., your lead verifier or client success team). They are often best placed to understand and address your issue immediately.
2. **Formal Complaint Submission:** If your concern is not resolved informally, or if you prefer to make a formal complaint from the outset, please submit your complaint in writing. This can be done via email or postal mail to:
 - **Email:** nievewiggins@carbonologyhub.com
 - **Postal Mail:** Complaints Department, Carbonology® Ltd, 1 St Katharine's Way, London E1W 1UN

Your written complaint should include:

- Your name, company name, and contact details.
- Your assigned lead verifier (Carbonologist®).
- A clear and concise description of the nature of your complaint, including relevant dates, names of individuals involved, and specific details of the issue.
- Any supporting documentation or evidence you believe is relevant.
- The desired outcome or resolution you are seeking.

Our Complaints Handling Process:

1. **Acknowledgement:** Upon receipt of your formal written complaint, Carbonology® Ltd will acknowledge its receipt within 5-10 business days. This acknowledgment will confirm that your complaint has been received and will provide you with the name and contact details of the person who will be handling your complaint.
2. **Investigation:** Your complaint will be thoroughly investigated by an impartial member of the Carbonology® Ltd management team, who was not directly involved in the matter disclosed within your written complaint. We will review all information provided and may contact you for further clarification or additional details if necessary. We may also speak with relevant Carbonology® personnel.
3. **Resolution:** We aim to provide a substantive response and resolution to your complaint within 30 calendar days of the acknowledgment date. If, for any reason, a full response cannot be provided within this timeframe, such as the

complexity of the investigation, we will inform you of the delay and provide an estimated date for resolution.

4. **Communication of Outcome:** You will receive a written response detailing the findings of our investigation, the actions taken (if any), and the proposed resolution.
5. **Confidentiality:** All complaints will be handled with the utmost confidentiality, and information will only be shared on a need-to-know basis as part of the investigation process.

We are committed to resolving complaints fairly and effectively. Your feedback is crucial in helping us maintain our high standards of service.