

**COMPLAINTS AND APPEALS****REVIEWS' REGISTRATION**

PERFORMED REVIEWS		
REVIEW	DATE	OBJECT OF THE REVIEW
0	January 24 <sup>th</sup> , 2018	First issuance
1	August 13 <sup>th</sup> , 2020	Formal update of chapter 4
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## **1. GOAL**

This procedure aims at the management of the complaints of the interested parties and the appeals made by the owners of the products and organisations registered in the *Programme Operator Carbon Footprint Italy*.

## **2. APPLICABILITY**

The implementation of this procedure is delegated to the Secretariat of **Carbon Footprint Italy**.

## **3. ACRONYMS**

CFI: Carbon Footprint Italy

CTS: Technical and Scientific Committee

DIR: Directorate

ETS: Emission Trading System

GHG: Greenhouse Gas emissions

SGT: Secretariat

## **4. COMPLAINTS AND APPEALS**

A complaint is defined as a communication in which a client or a stakeholder declares to be unsatisfied with the CFI services. The CFI SGT can, therefore, receive complaints:

- on the CFI operation;
- on the registrations in the CFI.

The owner and the applicants of the registration in the CFI can present a justified appeal against the CFI decisions.

Complaints and appeals must be sent by email to the address [info@carbonfootprintitaly.it](mailto:info@carbonfootprintitaly.it). Complaints/appeals will not be accepted if anonymously or orally forwarded.

The management of the complaints and appeals has to be tackled by the SGT. When possible, it will be ensured that the responsible of these tasks are not involved in the activities under analysis of the complaint/appeal. When potentially serious issues are identified by the SGT, the CFI Directorate (DIR) can be involved.



The SGT will undertake all the necessary actions to evaluate the complaint consistency and, if necessary, to solve and overcome it. In case this process allows to identify substantial deficiencies of CFI, SGT will start a proper internal non-compliance procedure (NC).

All the complaints/appeals will be considered solved only after the transmission of a formal response to who presented the complaint/appeal under analysis.

The management of the complaints/appeals is communicated to the ORP during the following meeting.

The list of the solved complaints/appeals will be transmitted on an annual basis to the DIR for a proper evaluation.

#### **4.1 Complaints**

Each involved party can present complaints at any time. A clear identification of the issue in terms of appeal and a proper and objective description of the issue is required in order to allow the SGT to act on a specific issue. Within 30 solar days (thirty) from the submission of the complaint the SGT, after considering and evaluating the soundness of the causes that led to the complaint, will proceed to manage it.

Within 90 solar days (ninety), the complaint will generally be solved. When particularly critical situations arise, it will be necessary to send a formal communication to the complainant, justifying the delay and informing him/her of the foreseen date for the solution of the complaint.

#### **4.2 Appeals**

Appeals could be presented within 15 working days (fifteen) from the registration, or the denial of the registration, of the Carbon Footprint on the CFI website.

The SGT manages the appeal, gathering all the necessary evidences to substantiate the object of the appeal.

The CTS has to provide to who appealed the outcome of the performed evaluation in terms of reception or not of the appeal, including applicable explanatory statements. The acceptance of the appeal is referred to the DIR.

Within 90 solar days (ninety), the appeal should normally be solved. Whether particularly serious issues arise, it will be necessary to report a formal communication to the complainant, justifying the delay and informing him/her of the foreseen date for the solution of the appeal.



## **5. DISTRIBUTION**

This procedure is available in the section “CFI Documents” on the website [www.carbonfootprintitaly.it/en/](http://www.carbonfootprintitaly.it/en/).