



### Policy and decision of complaints and appeals

- 1) is committed to providing a world-class, value-adding accreditation service and aims to maintain the highest standards in all dealings with clients, third parties, and stakeholders. However, recognize that on occasion it may be necessary for clients, or those using accredited services to raise a complaint or appeal with Green on.
- 2) Can Help If:
  - You are a VVB client wanting to make a complaint/appeal.
  - You have justifiable concerns about a complaint/appeal against any team member of VVB.
- 3) Can't Help If:
- 4) Your complaint/appeal is anonymous, verbal, or not supported by clear evidence which would warrant /justify an investigation by Green on.
- 5) Role and remit when dealing with complaints/appeals.
- 6) Will investigate complaints/appeals in accordance with the requirements placed upon us by the international standard ISO/IEC 17011:2017.
- 7) Anonymous, verbal, or unsubstantiated complaints will not normally be logged and investigated by unless there is clear evidence available to justify an investigation.
- 8) Once receive your complaint/appeal in writing will review all the evidence you have provided. This process may require the submission of additional information or further clarification of the issues prior to the complaint/appeal being formally logged.
- 9) On completion of the review, will register your complaint/appeal, allocate a unique reference number and an investigating Committee will be appointed.
- 10) A formal acknowledgment confirming receipt of the complaint/appeal, detailing the remit for the investigation, will be sent on completion of the logging process. This normally takes place within 5 working days of receipt, unless further information or clarification is required.
- 11) Will provide details of the likely timescales for the investigation to be completed. It should be noted that timescales may vary depending on the severity and extent of the issues within the complaint/appeal.
- 12) On completion of the investigation, will inform you of the outcome and whether your complaint/appeal has or has not been upheld.
- 13) A complainant may request to remain anonymous to other parties involved in providing information for the investigation and the designated investigator shall take adequate steps to preserve confidentiality.
- 14) Any individuals named as investigators who have a real or perceived conflict of interest or confidentiality issue with the information included within the complaint shall excuse themselves immediately from any discussions or potential receipt of information regarding the specific complaint.

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- 15) If the complainant is unable to submit all necessary information within 15 days of the submission of the original information to enable to authenticate the complaint, shall close the complaint and inform the complainant of the closure.
- 16) Conditions for Acceptance of a Complaint/Appeal
- 17) Policy is to accept complaints/appeals that are relevant to Green on, or to the related accredited activities of VVB clients; if authenticated, received by e-mail, filed in person, or by phone. Authentication would normally involve the receipt of a complaint request record and/or other documentary evidence. This formal procedure shall be followed when a complaint/appeal is received.
- 18) After a complaint is received in Green on, the quality manager will register it and then designate the relevant committee concerned with the complaint. Quality manager will send a copy of the complaint to the relevant committee for investigation.
- 19) Appeals will be considered only against decisions made by VVB relating to the cancelling issue of opinion, report, and statement. This process should not be followed for appeals received without documented authentication.
- 20) Quality manager shall inform all appellants in writing, within 5 working days of receipt of an authenticated appeal of the action that VVB to be taken. Where the appellant does not accept the results of the internal review and when has no justifiable reason to reject the appeal then, the appeal shall be considered by an appeals committee within 15 days of receipt of the authenticated appeal, The appellant shall be given at least 5 working days' notice of the time and place of the meeting of the appeals committee. If an appellant fails to provide the information required by and any other attachments to authenticate the appeal within 15 days from receipt of the appeal request, the appeal shall be automatically rendered invalid.