



UKCCC Grievance and complaints procedure V 1.0 released 01/07/23

Update due by 31/10/23

UKCCC Grievance and complaints procedure

All UKCCC projects are designed by approved project developers and then forwarded to the UKCCC for comment and approval.

Projects are always designed in partnership between the project host, project developer and any identified and consulted interested parties.

The first port of call for any grievance is to discuss and consult between the parties. This can be facilitated by the UKCCC commissioners' office.

Grievances and complaints against a project developer, project host or an interested party shall follow the procedure below:

All expenses, internal and external, incurred by The UKCCC in handling complaints and appeals shall be paid by the entity filing the complaint or appeal. Prior to initiation of the handling process, The UKCCC will inform the entity filing the complaint or appeal of its estimated handling cost. Where the outcome of a complaint or appeal is to overturn an earlier decision made by The UKCCC, the entity filing the complaint or appeal will not be liable for covering such expenses.

1 COMPLAINTS

A complaint is an objection to a decision taken by UKCCC or an aspect of how it operates a program(s) managed by The UKCCC, or a claim that relevant program rules have had an unfair, inadvertent or unintentional adverse effect. All complainants are provided with the following procedure:

1) The complaint shall include the following information:

- a) Name of the complainant.
- b) Name of organization, where relevant.
- c) Contact information for the complainant.
- d) Details of the complaint.
- e) Declaration of any conflict of interest in submitting the complaint.

2) The complaint shall be addressed to the appropriate program manager listed on the Verra website and emailed to commissioner@theukcarboncodeofconduct.com the word *complaint* in the subject line. An email response is provided to the complainant from The UKCCC acknowledging receipt of the complaint.



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- 3) The UKCCC Commissioner appoints an appropriate person to handle the complaint, who will organize an analysis (involving external experts, as required) and determine any appropriate action required.
- 4) The UKCCC prepares a written response and provides this to the complainant. The response to the complaint is brought to the attention of and approved by the UKCCC Commissioner
- 5) All information submitted by the complainant with respect to the complaint is kept confidential by The UKCCC.

Complaints by stakeholders about a project proponent or its partners shall be pursued with the respective entity. Similarly, complaints about entities (by the clients of such entities) that provide services under the relevant UKCCC program, such as assessors, shall be pursued via the respective entity. In either of the cases above, where the complaint is not resolved to the satisfaction of the complainant and the complaint is in relation to the respective entity's interpretation of the relevant program rules, the complainant may submit a complaint to The UKCCC. Note that other stakeholders may also choose to submit complaints to entities providing services under the relevant program where such entities have complaints procedures for third parties (i.e., non-clients).

2 APPEALS

Where a complaint, submitted as set out in Section 1 above, has not been resolved to the satisfaction of the complainant, complainants are provided with the following appeals procedure:

- 1) The appeal shall include the following information:
 - a) Name of the appellant.
 - b) Name of the organization, where relevant.
 - c) Contact information for the appellant.
 - d) Details of the appeal, including reference to the original complaint.
- 2) The appeal shall be addressed to the UKCCC Commissioner with the word *appeal* in the subject line. An email response is provided to the appellant from the Commissioner acknowledging receipt of the appeal.
- 3) The Commissioner presents the appeal to the UKCCC Board, which organizes an analysis, involving external experts (as required).
- 4) The UKCCC Board prepares a written response and the UKCCC Commissioner provides this to the appellant. The UKCCC Board's decision is final and binding.
- 5) All information submitted by the appellant with respect to the appeal is kept confidential by The UKCCC and the UKCCC Board.