## How we handle complaints and appeals











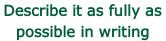


Team members will not have any conflict of interest. They are:

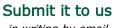
- NEPCon staff
- Impartiality committee members
- External experts



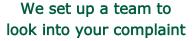
Or want to bring up a grievance or wish to appeal?



with evidence and contact information



in writing by email





Within 2 weeks of receiving your complaint (\*NOTE: 1 week for RA SAS)



Where possible, we use the same language you use for the complaint





We send you a written summary of our conversations





Written decision within 3 months after you submit your complaint. (\*NOTE: 60 days for RSPO P&C; 30 days for RA SAS)



We inform you of our progress



We keep your name and organisation anonymous, unless you are happy to disclose it

We gather more information and verify

We inform you of our decision

regarding your complaint

Dispute forwarded to certification scheme owner or accreditation body

Ii you believe NEPCon's resolution is not satisfactory

We get in touch with you and let you know our plan to handle your complaint

If the complaint is about one of our clients, we give them an opportunity to respond