



Complaint Procedure

Dissatisfied parties and the complaints they generate are inevitable. It is important that all complaints, whether against PJRCM or PJRCM contractors directly or against the Project Participants it has performed validation or verification services for, are dealt with fairly. This procedure outlines a process whereby PJRCM grants all parties a fair hearing in disputes that may arise.

Prepared by: _____

Reviewed and
Approved by: _____

Date: _____

COMPLAINT PROCEDURE

1 General

- 1.1 Purpose: To set forth the procedures for handling complaints directed towards PJRCDM and to derive maximum benefit from any such complaint by instituting or requiring corrective action and quality improvement where necessary.
- 1.2 Scope: Applies to all complaints regardless of source made about PJRCDM or its representatives, including, but not limited to: 1) interested parties organizations whose project we have validated/verified, 2) any entity which has a complaint regarding PJRCDM with the exception of the UNFCCC, or 3) organizations who complain about the conduct of PJRCDM employees or contractors.
- 1.3 Definition
- “Complaint”: Expression of dissatisfaction, other than “appeal,” by any person or organization, where response is expected. (ISO/IEC 17000:2004, 6.5)
- “Appeal”: Request by the PJRCDM client to PJRCDM for reconsideration by PJRCDM of a decision PJRCDM has made relating to the object of validation or verification. (ISO/IEC 17000:2004, 6.4)

2 Related Procedures, Exhibits

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| 2.1 | PJR-1cdm | Quality Manual |
| 2.2 | PRO-1cdm | Validation and Verification Procedure |
| 2.3 | PRO-10cdm | Dispute/Appeal Procedure |

3 Responsibilities

- 3.1 All PJRCDM employees accept client inquiries and determine whether they can satisfy the client immediately. If not, that employee documents the issue and forwards it to administrative personnel within 24 hours for investigation and resolution.
- 3.1.1 Personnel, including management, should not be employed to investigate any appeal, complaint, or dispute if they have been directly involved in the appeal, complaint or dispute in the past two years.
- 3.2 The administrative personnel classify the complaint and determines if the President needs to be involved in its resolution.
- 3.3 The administrative personnel document, resolve and follow up on the complaints directed to them using the F-121cdm. All of this activity is tracked on a matrix, the F-122cdm, and periodically reported to CDM Program Manager (CDMPM) and/or President in order to perform root cause analysis and make procedural changes to avoid future problems.

4 Complaints about PJRCDM Project Participants

- 4.1 Upon receipt of a complaint, either via Project Participants or directly to PJRCDM, CDMPM elicits all pertinent information in writing. No complaints will be investigated unless it is submitted in writing from the individual making the complaint. (This procedure is open to all complainants, regardless of their association with PJRCDM or PJRCDM's Project Participant.)

- 4.1.1 A Complaint is defined as:

- a) Any query or complaint that the individual identified as a complaint;
 - b) Any query, inquiry, or statement that occurs as a result of a system failure as determined by PJRCDM Management;
- 4.2 The CDMPM and/or President forwards the information regarding the complaint to the Project Participant and requests written comment.
- 4.2.1 Complaints regarding a Project Participant represent a source of information as to possible CARs or FARs. On receipt of the complaint, the Project Participant should establish, and where appropriate report on, the cause of the CARs, including any predetermining (or predisposing) factor within the Project Participant's CDM project.
- 4.3 In any event, CDMPM notifies the Complainant and/or the Project Participant, in writing, of his decision in the matter. He also advises both parties that his decision may be appealed per PJRCDM's Appeal Procedure.
- 4.4 During the validation or verification proceedings, PJRCDM should review any outstanding complaints to verify that CARs and FARs have been closed.
- 4.5 PJRCDM should ensure that the organization is using investigations of complaints to develop corrective action, which include measures for:
- a) Notification to appropriate authorities if required by regulation;
 - b) Restoring conformity as quickly as practicable;
 - c) Preventing recurrence;
- 4.6 PJRCDM should not deem corrective action to have been completed until its effectiveness has been demonstrated and the necessary changes made in the procedures, processes, documentation, and records.
- 4.7 Any opportunities for preventative action are discussed at Management Review. They become action items and are assigned to the appropriate person with a deadline.

5 Records

- 5.1 Records of all aspects of complaint processing are maintained by administrative under strict security, for a period of six (6) years.