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1. OBJECTIVE

Establish the actions to be considered for the management, evaluation, and corrective action of complaints of EcoVerify, in relation to the services offered.

2. SCOPE

Applies to all submitted complaints to EcoVerify.

3. DESCRIPTION OF THE ACTIVITY


EcoVerify is responsible for all decisions at all levels of the complaint handling process.

3.1 Complaint Reception

3.1.1 Complaints must be submitted in writing, using the *EV-PRO-10-F01 Complaint Register*, and attach the evidence it deems relevant. This form must be sent to the info@ecoverify.io for processing.

3.1.2 The Quality Management Team receives the information and informs the complainant that their complaint has been received. It must list the complaints in sequential order, assigning the following registration number: consecutive year (example 001-2019). indicate the processing date and send it to the EcoVerify Managing Director.

Note 1: *In case the members of the Quality Management Team are absent, complaints will be channeled to the Managing Director.*

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Note 2: *The Quality Management Team has 2 working days to send the complaint to the Managing Director.*


3.1.3 Complaints must be dealt with by personnel other than those related to the complaint.

Note 1: *Complaints must be dealt with by the Managing Director in conjunction with the Quality Management Team. If a Quality Management Team member is directly involved in or has participated in the process related to the complaint, another member will be responsible for the Complaint. If both members of the Quality Management Team have been directly involved in or have participated in the process related to the complaint has participated in the process related to the complaint, the Managing Director will be responsible for handling the complaint. If required, the person responsible for dealing with the complaint may gather a team to address the complaint. These people may be from the EcoVerify validation/verification team since they have competence for the investigation and should not be involved in the complaint.*

Note 2: *All information generated during the investigation will be kept confidential by EcoVerify, and in these same terms will be communicated to the complainant.*

Note 3: *Before starting the evaluation process, a note should be issued to the complainant explaining the complaint handling process (process to be followed) and indicating the personnel involved in the process.*

3.2 Complaints evaluation and treatment

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3.2.1 The work team must carry out the complaint review to confirm whether it is related to validation/verification activities for which EcoVerify is responsible, and determine whether it proceeds or not as follows:

- a) Conduct the complaint investigation, based on the presented evidence.
- b) The views of the affected area can be considered, without implying that it participates in the resolution of the complaint.
- c) If the complaint proceeds, if necessary, the opening of a corrective action plan is necessary, following the procedure *EV-PRO-13 Procedure for non-conformities and corrective actions management*.
- d) In cases where the complaint presented is related to a GHG Statement previously validated/verified after the validation/verification Opinion is issued, the work team must evaluate the complaint resolution considering what is mentioned in the procedure *EV-PRO-08 Procedure for facts discovered after the issuance of the validation/verification opinion*.
- e) Notify the complainant in writing the complaint resolution, in all cases that are considered invalid, the response must bear the respective justification. In case the complaint proceeds, it must be informed of the actions taken.
- f) A member of the Quality Management Team must monitor the actions taken and evaluate their effectiveness, if applicable.

Note 1: *The evaluation must be performed using the EV-PRO-10-F02 Complaint Evaluation form. There is a period of 15 working days, from the date on which the complaint was received, to respond to the complainant.*

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4. CHANGES CONTROL

Changes description