



www.greengrowth2050.com

Green Growth 2050

Complaints & Appeals Mechanism

V2.0 – October 2024





DOCUMENT RELEASE BULLETIN

This document has been reviewed and complies with Green Growth 2050's Quality Management System standards and procedures.

Document: Green Growth 2050 Complaints & Appeals Mechanism V2.0 2024

Release: V 2.0 – 26/10/2024

Reason for change

Compliance with GSTC Accreditation

Items Changed

Sections

Entire Document

Update Instructions

New Document

MODIFICATION HISTORY

Version	Date	Author	Comments
V 1.0	01/01/2015	Wayne McKinnon	First release
V 1.1	01/01/2020	Wayne McKinnon	
V 2.0	26/10/2024	Rachel Knight	GSTC Accreditation

Next Review: Monday 26th October 2025

COPYRIGHT

© January 2024 Green Growth 2050 Pty Ltd. All Rights Reserved.



Table of Contents

Green Growth 2050 Complaints & Appeals Mechanism – V2.0 2024.....	1
1. Introduction.....	1
2. Submission Of Complaint.....	1
3. Receipt And Acknowledgment.....	1
4. Complaint Review.....	1
5. Investigation And Resolution.....	2
6. Approval By Chief Executive Officer.....	2
7. Communication Of Resolution.....	2
8. Implementation And Follow-Up.....	2
9. Closure Of Complaint.....	3
10. Documentation And Record Keeping.....	3
11. Continuous Improvement.....	3
12. Review And Update.....	3
13. Appeal Process.....	3



GREEN GROWTH 2050 COMPLAINTS & APPEALS MECHANISM – V2.0 2024

1. INTRODUCTION

Green Growth 2050 is committed to maintaining the highest standards of quality and service in our certification activities. We recognize that complaints and appeals may arise from our clients or stakeholders, and we value feedback as an opportunity for continuous improvement. This Procedure outlines the procedure for submitting, processing, and resolving complaints and appeals related to our certification services.

2. SUBMISSION OF COMPLAINT

Complaints can be submitted through the designated email address: info@greengrowth2050.com. The complainant should provide details such as their contact information, nature of the complaint, and any relevant supporting documentation.

3. RECEIPT AND ACKNOWLEDGMENT

The certification specialist responsible for complaint handling will acknowledge receipt of the complaint within one business day. This acknowledgment will include information about the expected timeline for review and resolution (2 days for review and 14 days for resolution).

4. COMPLAINT REVIEW

The complaint will be reviewed by the certification team within two business days. The review will involve assessing the validity of the complaint and its alignment with certification activities.



5. INVESTIGATION AND RESOLUTION

If the complaint is found to be valid and within the scope of Green Growth 2050 certification activities, the following steps will occur:

- a. Investigation: The administrative team will gather additional information and evidence related to the complaint.
- b. Analysis: The administrative team will analyse the complaint to identify its root cause and determine appropriate corrective actions.
- c. Resolution Proposal: Based on the investigation and analysis, a proposed resolution will be formulated.

6. APPROVAL BY CHIEF EXECUTIVE OFFICER

The proposed resolution will be submitted to the Chief Executive Officer for approval within two business days of the completion of the investigation and analysis.

7. COMMUNICATION OF RESOLUTION

Once the resolution is approved by the Chief Executive Officer, the certification specialist will communicate the resolution to the complainant. The communication will include details about the resolution, any corrective actions taken, and an estimated timeline for implementation.

8. IMPLEMENTATION AND FOLLOW-UP

The organization will implement the proposed resolution and any necessary corrective actions within the specified timeline (14 days). Progress will be monitored to ensure timely completion.



9. CLOSURE OF COMPLAINT

Upon successful implementation of the resolution, the complaint will be considered resolved. The marketing specialist will notify the complainant of the closure and seek confirmation of their satisfaction with the resolution.

10. DOCUMENTATION AND RECORD KEEPING

All details related to the complaint, investigation, resolution, and communication will be documented and maintained as part of the organization's records. This documentation will be used for monitoring, review, and continuous improvement.

11. CONTINUOUS IMPROVEMENT

Feedback and lessons learned from complaints will be used to identify opportunities for process improvements and enhance the organization's services.

12. REVIEW AND UPDATE

The complaint process will be periodically reviewed and updated to ensure its effectiveness, alignment with organizational needs, and compliance with the Green Growth 2050 standards, policies, and procedures.

13. APPEAL PROCESS

Where the complainant disagrees with the decisions of stage one (re-evaluation) and stage two (complaint), then they may proceed to stage three and file an appeal explaining the reasons for disapproval.

Introduction

The appeal process is designed to provide a structured and impartial mechanism for addressing appeals related to certification activities conducted by Green Growth 2050. This process aligns with the requirements outlined in ISO 17021-1.



Scope

This appeal process covers appeals received from clients, applicants, or other relevant parties directly related to audit and certification activities performed by Green Growth 2050.

Definitions

Appellant: The party submitting an appeal.

Appeal: A formal request for review of a decision or outcome related to UCS audit or certification activities.

Appeal Submission: Appeals can be submitted through various channels, including email (info@greengrowth2050.com) or by post. The appellant should provide their contact details, the nature of the appeal, and any supporting documentation relevant to the appeal.

Appeal Handling:

Receipt and Acknowledgment: Upon receiving an appeal, the designated personnel will acknowledge receipt to the appellant within one business day. The acknowledgment will include information about the appeal process and the expected timeline.

Initial Assessment: The designated personnel will assess the appeal's validity and determine if it falls within Green Growth 2050's scope of activities. If the appeal is not within scope, the appellant will be notified with an explanation.

Investigation: A designated appeal handler will be assigned to investigate the appeal. This handler should not have been involved in the initial audit or decision-making related to the appeal. The appeal handler will gather additional information and evidence relevant to the appeal.

Note: The appeal handler will be an external party, such as a technical expert to external auditor.

Review Panel and Decision: A review panel will be convened, comprising individuals not previously involved in the appeal or decision being appealed. The review panel will review the appeal, investigation findings, and relevant documentation. The review panel will make a decision based on a thorough and impartial evaluation.



Communication of Decision: The appeal handler will communicate the review panel's decision to the appellant in writing. The communication will provide clear reasons for the decision and any corrective actions or measures determined.

Implementation and Follow-up: If corrective actions are required based on the decision, Green Growth 2050 will implement them within the specified timeframe. Progress will be monitored to ensure timely completion.

Communication: Throughout the process, Green Growth 2050 will maintain open and transparent communication with the appellant, providing updates on the status of the appeal and the final decision.

Documentation and Record Keeping: All appeal-related documents, including the appeal itself, investigation findings, review panel decisions, communications, and corrective actions taken, will be documented, and retained as part of the organization's records.

Confidentiality: All appeal-related information will be treated with confidentiality and handled in accordance with applicable data protection regulations.

Continuous Improvement: Feedback and lessons learned from appeals will be utilized to identify opportunities for process improvements and enhance the quality of Green Growth 2050's services.

Review and Update: The appeal process will be periodically reviewed and updated to ensure its effectiveness, alignment with Green Growth 2050 standards, and relevance to the organization's evolving needs.

Continuous Improvement: Insights gained from complaints and appeals will be analysed as part of our continuous improvement efforts to enhance the quality and effectiveness of our certification activities.

Record Keeping: All complaints and appeals, along with their resolutions, will be documented and retained in a secure manner for a minimum of three years.

Communication: This Complaint and Appeal Procedure will be made available to all clients upon request.

By implementing this Procedure, Green Growth 2050 aims to address complaints and appeals promptly, fairly, and transparently, contributing to the enhancement of our certification services and overall customer satisfaction.