



P-03

COMPLAINTS AND APPEALS



1 Objective

This procedure describes the process to manage, evaluate and take the necessary corrective actions and decisions on complaints and appeals from clients or other interested parties, related exclusively to GHG verification under OVV accreditation by ONAC (in process or with the activity already completed).

Clients or other interested parties have the right to disagree with the measures taken by VERIFIT during audits or after signing the validation or verification contract. The customer may register his or her complaint or appeal as defined in this section or file a complaint directly with the accreditation body.

In the case of appeals and complaints, the evaluation of the effectiveness of the actions taken is carried out in critical analysis meetings of the system by management.

This procedure will be available upon request from clients or interested parties.

2 Complaints

A complaint is a dissatisfaction expressed formally (in writing) or informally (verbally) related to the performance of the activities of a V/V (validation/verification) body in relation to its validation/verification functions. Complaints may originate from a customer or responsible party, they may originate from the public, accreditation bodies, government entities, NGOs or other sources.

To file a complaint, the complainant must send an email to contato@verifit.com.br detailing the complaint and attaching relevant evidence, if applicable.

The receipt and verification of information to evaluate the validity and investigation of the complaint is the responsibility of the Director of Certification, with the support of the Technical Director, who will also be responsible for proposing corrective actions for this complaint. If the complaint is directed to a process in which the Director of Certification is involved, the Technical Director and the Managing Director have the responsibility of investigating the complaint. If the complaint is directed to a process in which the Technical Director is involved, the Director of Certification and the Managing Director have the responsibility of investigating the complaint.

Complaints will be recorded on form **F-08_Complaint or Appeal**, documenting immediate action and, if necessary, a request for corrective action is recorded using form **F-02_Nonconformity and Corrective Action**. Its origin will be recognized in the following cases:

- if the time elapsed for the execution of the contract by VERIFIT is longer than agreed;
- if the employee's behavior is inappropriate;
- whether there were errors or omissions in the interpretation of the applicable requirements.

VERIFIT undertakes to inform the complainant was received and its outcome, as well as the treatment process and the employees involved. At the end, the complainant receives the summary of the complaint and its outcome.

As a complaint handling procedure, VERIFIT has adopted the following:

1. As soon as the complaint is received, the Director of Certification, or, if directly involved with the complaint, the Technical Director or Managing Director must contact the Client or responsible party to request details.
2. They must complete **F-08_Complaint or Appeal** and define who is responsible for processing the complaint.
3. Those responsible for processing the complaint will have up to 10 business days to return it to the client or responsible party with the following results: appropriate or inadmissible:
 - a. Appropriate: in this case, an NC must be opened using form **F-02_Non-Conformity and Corrective Action** and proceed in accordance with MSM VERIFIT Section 11. The person responsible must inform the client of the actions taken.
 - b. Inadmissible: in this case, the complaint form must be completed, and the client informed of the result of the analysis.

3 Appeals

The appeal occurs when the client does not recognize the result of the validation / verification activities carried out by VERIFIT.



Complaints and Appeals

To file an appeal, the client must send an email to contato@verifit.com.br detailing:

- the project name and contract number;
- the decision being appealed, with a detailed explanation of the reasons for the appeal;
- attaching any relevant evidence, if applicable.

The receipt and verification of information to evaluate validity, investigation and decision of appeals will be the responsibility of the Director of Certification, with the support of the Technical Director. If the appeal is directed to a process in which the Director of Certification is involved, the Technical Director and the Managing Director have the responsibility of investigating the appeal. If the appeal is directed to a process in which the Technical Director is involved, the Director of Certification and the Managing Director have the responsibility of investigating the appeal.

Appeals will be recorded using form **F-08_Complaint or Appeal**, documenting the immediate action and, if necessary, a request for corrective action is recorded using form **F-02_Nonconformity and Corrective Action**.

VERIFIT undertakes to inform that the appeal was received and its result, as well as the treatment process and the employees involved, and at the end, the appellant receives the summary of the appeal, with its result.

As an appeal handling procedure, VERIFIT has adopted the following:

1. As soon as the appeal is received, the Director of Certification, or, if directly involved with the appeal, the Technical Director or Managing Director must contact the Client or responsible party to request details.
2. They must complete **F-08_Complaint or Appeal** and define who is responsible for processing the appeal.
3. Those responsible for the treatment will have up to 10 business days to return to the client or responsible party with the following results: appropriate or inadmissible:
 - a. Appropriate: in this case, an NC must be opened using form **F-02_Non-Conformity and Corrective Action** and proceed in accordance with the MSG VERIFIT section 11. The person responsible must inform the client of the actions taken.
 - b. Inadmissible: in this case, the appeal form must be completed, and the client informed of the result of the analysis.

4 Confidentiality, impartiality and independence.

Confidentiality (relating to both the complainant or appellant and the subject of the complaint or appeal), impartiality and independence are ensured in the conduct of the complaints process. The people involved in this process are different from those who carried out the VVC activities. All actions taken by VERIFIT towards independence ensure that decisions on complaints or appeals do not result in discriminatory actions against the applicant.

5 Associated Records

- a. Letter of complaint or appeal;
- b. Complaint or appeal letter/response;
- c. Form **F-08_Complaint or Appeal**;
- d. Form **F-02_Non-Compliance and Corrective Action**

Document revision history:

Revision	Date	Description and reason for revision
Rev. 04	14/01/2026	<ul style="list-style-type: none"> - Revision of sections 2 and 3 - Exclusion of section 4
Rev. 03	17/09/2024	<ul style="list-style-type: none"> - Revision of section 2 and 3 appointing the responsible of the complaint / appeal investigation - Change of the nomenclature from Executive Director to Managing Director



Rev. 02	11/09/2022	<ul style="list-style-type: none">- Exclusion of the term SACP- Updating responsibilities for handling complaints/appeals if the Director of Certification is involved- Detailed complaint and appeal procedure- Home page inclusion- Editorial corrections
Rev. 01	03/24/2021	<ul style="list-style-type: none">- Editorial corrections of incorrect terminology use
Rev. 00	05/01/2020	<ul style="list-style-type: none">- Initial adoption