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COURIERS GO GREEN

CGG Persons Certification Scheme "CGG PCS PPP 007 Complaints"

Project acronym: **Couriers Go Green**
Project full title: **Underpin Courier and Transportation Companies to Green their Operations**

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Reviewers list

Name	Company	Date	Signature

List of abbreviations

Abbreviation	Definition
CGG	Couriers Go Green
PCS	Persons Certification Scheme
GO Expert	Governance and Operations Expert
GM Expert	Governance and Management Expert
GOM Expert	Governance, Operations & Management Expert

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1 Introduction

The purpose of this policy is to provide the process of the complaints handling.

The present documents needs to be publicly accessible.

2 Complaints Process

2.1 Purpose

The purpose of this document is to outline the process for receiving, evaluating, and making decisions on complaints related to the CGG Persons Certification Scheme. This process ensures that all complaints are handled and processed in a constructive, impartial, and timely manner.

2.2 Process Overview

The complaints-handling process includes the following elements and methods:

1. **Receiving and Acknowledging Complaints**
2. **Validating and Investigating Complaints**
3. **Tracking and Recording Complaints**
4. **Decision Making and Corrective Actions**
5. **Communication with Complainant**
6. **Public Accessibility**

2.3 Process for Receiving, Validation and Investigating Complaints

2.3.1 Receiving Complaints:

- Complaints must be submitted in writing to ISONIKE Ltd via email to cgg.pcs@isonike.eu or postal mail to P.O. Box Box 62432, 8064 Paphos, Cyprus
- ISONIKE shall acknowledge receipt of the Complaint within 5 working days.
- The acknowledgment shall include an outline of the Complaints-handling process and an anticipated timeline for resolution.

2.3.2 Validating Complaints:

- Upon receipt of a complaint, ISONIKE shall confirm whether the complaint relates to certification activities for which it is responsible
- If the complaint is not within the scope of the ISONIKE's certification activities, the Complainant shall be informed in writing, and the Complaint will be closed.

2.3.3 Investigating Complaints:

- ISONIKE shall refer the Complaint to the Chief Technical Officer (or appointed Deputy) to investigate the Complaint. The Officer shall not have been involved in the decision being Complainted.
- ISONIKE is responsible for gathering and verifying all necessary information to validate (or not) the complaint
- The investigation shall take into account the results of previous similar Complaints to ensure consistency.

2.4 Tracking and Recording Complaints

All Complaints shall be logged in an Complaints register ***CGG PCS QFO 004 Appeals and Complaints Register***, which includes:

- The date the Complaint was received.
- The details of the Complainant.
- A description of the Complaint.

- Actions taken to investigate and resolve the Complaint.
- The outcome of the Complaint.
- Dates of all communications with the Complainant.

2.5 Decision Making and Corrective Actions

5.1. Decision Making:

- The CTO (or appointed Deputy) shall make a decision based on the investigation findings.
- The decision shall be documented, and the rationale for the decision shall be clearly stated.
- ISONIKE shall ensure that decision-making personnel engaged in the Complaints-handling process are different from those who were involved in the decision being Complainted.

5.2. Corrective Actions:

- If the Complaint is substantiated, appropriate corrections and corrective actions shall be taken.
- Any substantiated complaint about a certified person shall also be referred by ISONIKE to the certified person in question at an appropriate time.
- ISONIKE shall ensure that corrective actions are implemented to prevent recurrence of the issue.

2.6 Communication with Complainant

- ISONIKE Ltd shall provide the Complainant with progress reports and the outcome of the Complaint as applicable.
- The final decision shall be communicated to the Complainant in writing.
- ISONIKE Ltd shall give formal notice to the Complainant of the end of the Complaints-handling process.

2.7 Public Accessibility

- The present document containing the description of the Complaints-handling process shall be publicly accessible on the CGG website without request.

2.8 Responsibilities

- ISONIKE Ltd shall be responsible for all decisions at all levels of the Complaints-handling process.
- ISONIKE Ltd shall ensure that submission, investigation, and decision on Complaints shall not result in any discriminatory actions against the Complainant.

2.9 Confidentiality

- The complaints-handling process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

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3 List of figures

N/A

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4 List of Tables

N/A

5 References

CGG PCS MDS 004 Persons Certification Agreement

CGG PCS QFO 001 Application

CGG PCS QFO 002 Certification Decision CL

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