

Complaints & Appeals Policy

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1. Complaints

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The Complaints and Appeals Policy ensures fair and transparent procedures for addressing grievances and contesting decisions related to carbon credit certification, fostering trust and accountability in the certification process.

Project proponents, assessors, methodology element developers and other stakeholders (including interested stakeholders) may submit enquiries to Inuk at any time. In addition, Inuk provides a complaints procedure and an appeals procedure that applies to all standards and programs managed by Inuk.

Expenses incurred by Inuk in handling complaints and appeals shall be paid by Inuk.

1. Complaints

A complaint is an objection to a decision taken by Inuk or an aspect of how it operates a program(s) managed by Inuk, or a claim that relevant program rules have had an unfair, inadvertent or unintentional adverse effect. Stakeholders are provided with the following complaints procedure.

The complaint shall include the following information:

- a. Name of the complainant.
- b. Name of organization, where relevant.
- c. Contact information for the complainant.
- d. Details of the complaint.
- e. Declaration of any conflict of interest in submitting the complaint.

The complaint shall be emailed to complaints@inuk.co with the word complaint in the subject line. An email response is provided to the complainant from Inuk acknowledging receipt of the complaint.

Inuk appoints an appropriate person to handle the complaint, who will organize an analysis (involving external experts, as required) and determine any appropriate action required.

Inuk prepares a written response and provides this to the complainant. The response to the complaint is brought to the attention of and approved by the Inuk Chief Executive Officer (CEO).

All information submitted by the complainant with respect to the complaint is kept confidential by Inuk, including the identity of the complainant.

Complaints by stakeholders about a project proponent or its partners shall be pursued with the respective entity.

Similarly, complaints about entities (by the clients of such entities) that provide services under the relevant Inuk program, such as assessors, shall be pursued via the respective entity.

In either of the cases above, where the complaint is not resolved to the satisfaction of the complainant and the complaint is in relation to the respective entity's interpretation of the relevant program rules, the complainant may submit a complaint to Inuk.

Note that other stakeholders may also choose to submit complaints to entities providing services under the relevant program where such entities have complaints procedures for third parties (i.e., non-clients).

2. Appeals

Where a complaint, submitted as set out in Section 1 above, has not been resolved to the

satisfaction of the complainant, complainants are provided with the following appeals procedure.

The appeal shall include the following information:

- a. Name of the appellant.
- b. Name of the organization, where relevant.
- c. Contact information for the appellant.
- d. Details of the appeal, including reference to the original complaint.

The appeal shall be emailed to info@inuk.co and addressed to the CEO with the word appeal in the subject line. An email response is provided to the appellant from the CEO acknowledging receipt of the appeal.

The CEO presents the appeal to the Standard Advisory Board, which organizes an analysis, involving external experts (as required).

The Standard Advisory Board prepares a written response and the Inuk CEO provides this to the appellant. The Standard Advisory Board's decision is final and binding.

All information submitted by the appellant with respect to the appeal is kept confidential by Inuk and the Inuk Board.

3. Grievance procedure

If the proponent is not satisfied with the Complaints or Appeals treatment by the Standard Advisory Board, a Grievance procedure can be implemented.

A dedicated budget is defined by the Standard Advisory Board and allocated to an independent third-party actor the complainant and Inuk board agree on.

The independent third-party actor conducts a grievance resolution process, and the complainant and Inuk board engage to accept the decision. The process should be conducted within 6 months.

The grievance resolution process outcomes have to be publicly communicated to all

Inuk ecosystem stakeholders within 1 month after the final decision.