



One Thomas Circle, NW
Suite 1050
Washington, DC 20005
www.verra.org

VERRA COMPLAINTS AND APPEALS POLICY

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

All expenses, internal and external, incurred by Verra in handling complaints and appeals shall be paid by the entity filing the complaint or appeal. Prior to initiation of the handling process, Verra will inform the entity filing the complaint or appeal of its estimated handling cost. Where the outcome of a complaint or appeal is to overturn an earlier decision made by Verra, the entity filing the complaint or appeal will not be liable for covering such expenses.

1 COMPLAINTS

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

- 1) 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.
- 2) The complaint shall be addressed to the appropriate program manager listed on the Verra website and emailed to secretariat@verra.org with the word *complaint* in the subject line. An email response is provided to the complainant from Verra acknowledging receipt of the complaint.
- 3) Verra appoints an appropriate person to handle the complaint, who will organize an analysis (involving external experts, as required) and determine any appropriate action required.

- 4) Verra 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 Verra Chief Executive Officer (CEO).
- 5) All information submitted by the complainant with respect to the complaint is kept confidential by Verra.

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 Verra 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 Verra. 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:

- 1) 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.
- 2) The appeal shall be addressed to the Verra 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.
- 3) The CEO presents the appeal to the Verra Board, which organizes an analysis, involving external experts (as required).
- 4) The Verra Board prepares a written response and the Verra CEO provides this to the appellant. The Verra Board's decision is final and binding.
- 5) All information submitted by the appellant with respect to the appeal is kept confidential by Verra and the Verra Board.