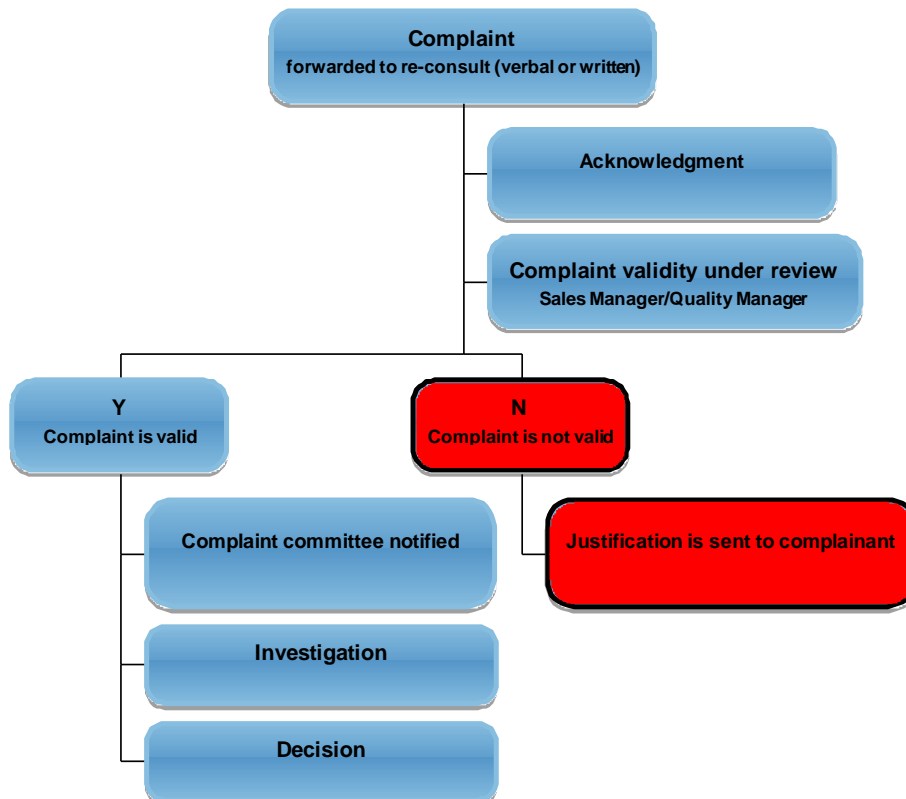


## What can I do?

*re-consult is committing to ensuring fast and appropriate handling of disputes, complaints and appeals.*

### What is a complaint?

Formal (written) and/or informal (verbal) expressions of dissatisfaction regarding re-consult's CDM functions, from any source, such as the CDM PP, stakeholders, government bodies, NGOs, etc.



### What is an appeal?

CDM PP's request for a review by an independent appeal panel of various decisions taken by re-consult in respect of validation and/or verification/certification functions.

Appeals process is applicable only to clients which have concluded a contract with re-consult and is handled by an independent appeals committee.

### What is a dispute?

Disagreement between re-consult and the project participant regarding recommendation and/or opinions/decisions made at various stages during the validation and/or verification/certification functions.

In any case, the receipt of your complaint/appeal/dispute will be acknowledged and you will be notified of whom is handling your file.