

Procedure for Handling Appeals

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Issue No	: 02
Doc No	: SLCF-GHG-PRO-007
Date of Issue	: 20.02.2021
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Date of Rev	: 26.04.2022

SRI LANKA CLIMATE FUND	
Title: Procedure for Handling Appeals	Doc. No: SLCF-GHG-PRO-007
Issue No:02	Date of Issue:20.02.2021
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Prepared by: Quality Manager	Reviewed and approved by: CEO

REVISION HISTORY

Revision No	Date of Revision	Amendment/Change
00	20.02.2020	Changed the entire document according to the ISO 14064-3: 2019 revision.
01	30/07/2021	Changed scope of procedure Including the requirements of ISO 14067: 2018
02	26/04/2022	Included the ISO 14065:2020 requirements in to the document

ABBREVIATIONS

Abbreviation	Reference
CEO	Chief Executive Officer
QM	Quality Manager
VM	Verification Manager
FM	Finance Manager
VV	Validation & Verification Body
SLCF	Sri Lanka Climate Fund
PRO	Procedure Manual
GHG	Greenhouse Gas
TE	Technical Expert
TL	Team Leader
BOD	Board of Directors

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1. PURPOSE

The purpose of this procedure is to ensure all appeals concerning the organization and product level GHG verifications, provided under the SLCF's accredited verification scope, are handled consistently and effectively.

2. SCOPE

The scope of this procedure applies to the following:

Appeals against the decision/opinion made/issued by SLCF which lead to negative opinion concerning the GHG verification service for organization and product, provided under the SLCF's accredited verification scope of ISO 14064-1: 2018/ ISO 14067:2018.

3. RESPONSIBILITY

A Board member who is representing professional in the relevant field (Hereinafter refers to as Board Director-Sector Expert (BDSE)) has ultimate responsibility to ensure that appeals are handled correctly while reviewing and taking necessary corrective actions of the appeals handling process. The Quality Manager is responsible for informing such appeals to the expert representing the board of directors.

4. DEFINITIONS

“Complaint” means a formal (written) and/or informal (verbal) expressions of dissatisfaction regarding the performance of SLCF in relation to its GHG projects, from any source, such as the client's organization , the general public or its representatives, government bodies, NGOs, etc.

“Dispute” means a disagreement between SLCF and the project participant regarding SLCF' recommendation and/or opinions/decisions made at various stages during the verification functions.

“Appeal” Request by the client or responsible party to the verification body for reconsideration of a decision it has made relating to the verification

5. PROCEDURE FOR HANDLING APPEALS

5.1. General

5.1.1. Quality Manager (QM), is responsible for ensuring appropriate “notes” are entered into the client file and to the complaints/disputes/appeals file, upon origination of any of the actions noted

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below. The notes to be included need not be detailed, but shall be sufficient to make an individual aware of the existence of actions.

5.1.2 Appeals may be documented on Appeal Form where this has been identified as a result of the investigation/ review process.

5.1.3 Copies of any written communication are retained as part of the Appeal file.

5.1.4 The Appeal file is kept in a secure and retrievable location, only accessible by authorized SLCF employees whilst ensuring confidentiality requirements are met.

5.1.5 The Quality Manager and Technical Team of supporting affiliates are responsible to ensure that the information necessary to the review of the appeals as required by BDSE within 7 working days.

5.1.6 Upon completion of Appeals actions, a copy of the finalized records shall be placed in the pertinent Job File and/or maintained on SLCF's complaints/disputes/appeals file.

5.1.7 The SLCF's complaints/disputes/appeals file includes codes to be assigned to each appeal, which allow sorting and trending of these issues.

5.1.8 The Appeals process is publicly available.

5.2. Appeal Handling

Appeals received by SLCF shall be handled as follow:

5.2.1 The Quality Manger is responsible for the registration, monitoring and the coordination of a formal response in written and all appeals are passed to the BDSE.

5.2.2 The appellant is contacted by BDSE to determine the full nature and extent of the appeal and any additional information is added to the appeals file.

5.2.3 BDSE shall respond to the appeal and initiate action within 30 days of the receipt of the appeal and provide the appellant a progress report where feasible.

5.2.4 Decision reached by the BDSE shall be communicated to the appellant in writing and by someone not previously involved in the subject of the appeals.

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5.2.5 If the applicant is still dissatisfied with the decision, the applicant shall be made aware of the possibility to submit a complaint to the Sri Lanka Accreditation Board.

5.2.7 BDSE shall ensure that decision reached on appeals do not result in any discriminatory results

5.2.6 Information related to the handling of appeals shall be kept confidential.

6. CORRECTION

6.1 Corrective Action

6.1.1. The body shall be responsible for all decisions during the process for handling appeals.

6.1.2 The Quality Manager, in consultation with Chief Executive Officer, shall review the outcome of all appeals and where appropriate, initiate action to prevent repetition and achieve improvements.

7. REFERENCE DOCUMENTS

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| 1. Appeal Form | (SLCF-GHG-PRO 007- 01) |
| 2. Summary- Complaints/Disputes/Appeals | (SLCF-GHG-PRO-007-02) |
| 3. Client's Feedback Form | (SLCF-GHG-PRO-007-03) |