PG-VV-04: APPEAL AND COMPLAINT PROCEDURE

1. OBJECTIVES

Ensure that complaints and appeals from customers and other interested parties are properly received, recorded, assessed, addressed, followed up, and closed.

2. SCOPE

This procedure applies to complaints related to VV activities, services, personnel, processes, or other matters associated with the VV system, including matters that may affect impartiality or objectivity, and to appeals requesting reconsideration of a VV decision or result.

3. DEVELOPMENT

3.1. Introduction

Any client or other interested party has the right to submit complaints regarding VV services, activities, or personnel, and appeals requesting reconsideration of decisions or results arising from the VV process.

At no time or under any condition shall a complaint or appeal result in any form of discriminatory action against customers or other interested parties.

Relevant information regarding the complaints and appeals process shall be made available to interested parties and customers of the VV services.

3.2. General Requirements

3.2.1. Complaints and appeals shall be formally submitted in writing by e-mail to the Program Manager of the VV Management System. The communication shall include sufficient information to identify the complainant or appellant, describe the subject of the complaint or the decision or result being appealed, state the reasons for the complaint or appeal, and provide any relevant supporting information. Where applicable, the communication may be submitted on the company's letterhead and signed by its legal representative or designated representative.

3.2.2. The Program Manager shall acknowledge receipt of each complaint or appeal by e-mail and assign the corresponding unique reference number.

3.2.3. The Program Manager shall inform the Quality Manager of the receipt of each complaint or appeal for internal handling.

3.2.4. Each complaint and appeal received shall be registered and handled as an individual case, with its own unique reference number and corresponding records, to ensure traceability throughout the entire process. All formal communications related to complaints and appeals, including notifications, resolutions, responses, and closure communications, shall be made in writing by e-mail and retained as part of the corresponding case records.

3.3. Treatment of Appeals

3.3.1. To formally register an appeal and ensure its traceability and follow-up, the Program Manager shall record each appeal received in the Appeals section of the "Appeal and complaint form" FPG-VV-04-01.

A separate entry shall be completed for each appeal received. The corresponding information shall be maintained and updated throughout the handling of the appeal until its final closure. Each appeal shall also be entered in the Record section of FPG-VV-04-01 to support centralized monitoring and follow-up.

3.3.2. For traceability purposes, each appeal and the formal response issued in relation to it shall be identified using the following reference formats:

- Appeal number: VV-APP-YYYY-XXXX
- Appeal response number: VV-APP-YYYY-XXXX-RESP##

where:

- VV = Validation and Verification System
- RESP = Response
- APP = Appeal
- YYYY = year in which the appeal was received
- XXXX = unique sequential appeal number assigned for that year

A new sequential number shall be assigned to each individual appeal received.

The same year and sequential identifier shall be maintained in the appeal number and the corresponding appeal response number to ensure traceability between the original appeal, communications, responses, follow-up actions and closure.

3.3.3. For each appeal received, the Program Manager, with the collaboration of the Quality Manager and, where appropriate, the Commercial Manager or other relevant personnel, shall review, collect and/or request from the appellant and the VV Team involved all information and documentation necessary to assess the appeal.

The assessment shall consider the available evidence and applicable requirements and shall document whether the appeal is accepted or rejected, together with the rationale for the decision.

The assessment and its conclusion shall be documented separately for each appeal in the Appeals section of FPG-VV-04-01.

3.3.4. If required, a meeting may be arranged with the appellant prior to the final assessment of the appeal. The results of the meeting shall be documented and retained as part of the records of the corresponding appeal.

3.3.5. All formal communications related to an appeal shall be made in writing by e-mail between the appellant and the Program Manager.

3.3.6. VV personnel receiving an appeal related to a GHG report and/or statement shall acknowledge receipt, or ensure that receipt is acknowledged, and subsequently inform the Program Manager for further handling.

3.3.7. For each appeal received, the Program Manager and the Quality Manager shall evaluate whether it relates to VV activities and assess the need for immediate action, correction, nonconformity, corrective action or other improvement action in accordance with procedure PG-VV-10.

3.3.8. Where an appeal does not require the generation of a nonconformity, any immediate action, correction or other follow-up action considered necessary shall be documented in the corresponding entry in FPG-VV-04-01 and, where applicable, in the Improvement and Nonconformity Form FPG-VV-10-01.

3.3.9. If an appeal results in the identification of a nonconformity, it shall be registered in the Improvement and Nonconformity Form FPG-VV-10-01. The Program Manager, together with the Quality Manager and other relevant personnel, as applicable, shall follow up on the implementation and effectiveness of the corresponding actions.

3.3.10. The review and decision on an appeal shall be performed by personnel who have not been directly involved in the activities or decisions that are the subject of the appeal.

3.3.11. The outcome of the appeal shall be formally communicated in writing by e-mail by the Program Manager to the appellant. The formal response issued by Intertek shall be identified using the applicable appeal response number and recorded in the Appeals section of FPG-VV-04-01. Any subsequent response received from the appellant shall also be recorded in the corresponding appeal entry.

3.3.12. The final status of each appeal shall be recorded in the Appeals section and updated in the Record section of FPG-VV-04-01, including, as applicable:

- current status;
- pending and follow-up actions;
- person responsible for follow-up;
- target completion date;
- closure date; and
- any other relevant information.

3.3.13. All appeals shall be handled in accordance with applicable confidentiality requirements and the Intertek Code of Ethics.

3.4. Handling of complaints

3.4.1. To formally register a complaint and ensure its traceability and follow-up, the Program Manager shall record each complaint received in the Complaints section of the “Appeal and complaint form” FPG-VV-04-01. A separate entry shall be completed for each complaint received. The corresponding information shall be maintained and updated throughout the handling of the complaint until its final closure. Each complaint shall also be entered in the Record section of FPG-VV-04-01 to support centralized monitoring and follow-up.

3.4.2. For traceability purposes, each complaint and the formal response issued in relation to it shall be identified using the following reference formats:

- Complaint number: VV-COM-YYYY-XXXX
- Complaint response number: VV-COM-YYYY-XXXX-RESP##

where:

- VV = Validation and Verification System
- RESP = Response
- COM = Complaint
- YYYY = year in which the complaint was received
- XXXX = unique sequential complaint number assigned for that year

A new sequential number shall be assigned to each individual complaint received.

The same year and sequential identifier shall be maintained in the complaint number and the corresponding complaint response number to ensure traceability between the original complaint, communications, responses, follow-up actions and closure.

3.4.3. For each complaint received, the Program Manager, with the collaboration of the Quality Manager and, where appropriate, the Commercial Manager or other relevant personnel, shall review, collect and/or request from the complainant and the VV Team involved all information and documentation necessary to assess the complaint.

The assessment shall be based on the available evidence and applicable requirements. Its conclusion and rationale shall be documented in the corresponding entry in the Complaints section of FPG-VV-04-01.

3.4.4. All formal communications related to a complaint shall be made in writing by e-mail between the complainant and the Program Manager.

3.4.5. VV personnel receiving a complaint related to the performance of validators or verifiers, the VV service, or any other matter related to VV activities or the VV system shall acknowledge receipt, or ensure that receipt is acknowledged, and subsequently inform the Program Manager for further handling.

3.4.6. For each complaint received, the Program Manager and the Quality Manager shall evaluate whether it relates to VV activities and determine whether it may affect the impartiality or objectivity of the VV system. Where applicable, relevant impartiality, risk or conflict-of-interest records shall be reviewed and updated. The Program Manager and the Quality Manager shall also assess the need for immediate action, correction, nonconformity, corrective action or other improvement action in accordance with procedure PG-VV-10.

3.4.7. Where a complaint does not require the generation of a nonconformity, any immediate action, correction or other follow-up action considered necessary shall be documented in the corresponding entry in FPG-VV-04-01 and, where applicable, in the Improvement and Nonconformity Form FPG-VV-10-01.

3.4.8. If a complaint results in the identification of a nonconformity, it shall be registered in the Improvement and Nonconformity Form FPG-VV-10-01. The Program Manager, together with the Quality Manager and other relevant personnel, as applicable, shall follow up on the implementation and effectiveness of the corresponding actions.

3.4.9. The review and decision on a complaint shall be performed by personnel who have not been directly involved in the activities or issues that are the subject of the complaint.

3.4.10. The outcome of the complaint shall be formally communicated in writing by e-mail by the Program Manager to the complainant and, where applicable, to other relevant interested parties. The formal response issued by Intertek shall be identified using the applicable complaint response number and recorded in the Complaints section of FPG-VV-04-01. Any subsequent response received from the complainant shall also be recorded in the corresponding complaint entry.

3.4.11. Where applicable, customer satisfaction/NPS records shall be reviewed or updated in accordance with procedure PG-VV-11.

3.4.12. The final status of each complaint shall be recorded in the Complaints section and updated in the Record section of FPG-VV-04-01, including, as applicable:

- current status;
- pending and follow-up actions;
- person responsible for follow-up;
- target completion date;
- closure date; and
- any other relevant information.

3.4.13. All complaints shall be handled in accordance with applicable confidentiality requirements and the Intertek Code of Ethics.

3.4.14. The VV Program Manager shall, where applicable, assess and communicate whether new facts or relevant information identified through the complaint may affect reliance on a previously issued VV statement and whether the statement needs to be reviewed, revised or withdrawn in accordance with the applicable VV requirements.

Forms

CODE	NAME	REVISION	EFFECTIVE DATE
FPG-VV-04-01	APPEAL AND COMPLAINT FORM	1	04/09/2026
FPG-VV-10-01	IMPROVEMENT AND NONCONFORMITY FORM	4	04/09/2026

Annex

Not applicable.

Revision History

CODE	REVISION	EFFECTIVE DATE	CHANGE DESCRIPTION	PREPATED BY	REVIEWED BY	APPROVED BY
PG-VV-04	1	19/08/2022	Initial version	Leonardo Iannuzzi	Karla Romero Campo	Alberto Sosa

PG-VV-04	2	26/09/2022	Revision and update of Sections 5 and 6	Leonardo Iannuzzi	Karla Romero Campo	Alberto Sosa
PG-VV-04	3	05/09/2024	Update version ISO 14066:2023	Leonardo Iannuzzi	Karla Romero Campo	Alberto Sosa
PG-VV-04	4	27/10/2025	Update of authorities	Leonardo Iannuzzi	Karla Romero Campo	Alberto Sosa
PG-VV-04	5	04/09/2026	Update of format and content	Victoria Paula Foglino	Maria Cecilia Vieites	Jose Suarez Cañal