Complaints Management Procedure

CMI Signatory

13 June 2023

Policy Statement

Biologic Carbon is committed to providing services of the highest quality. Key to meeting this requirement is using feedback from clients, as opportunity to improve. Feedback can be submitted in the form of a complaint.

A complaint is defined as an expression of dissatisfaction about Biologic Carbon, related to its services as a Signatory to the Code. Complaints are taken with the utmost concern and official complaints will be elevated to the directors within 24 hrs of receival.

All complaints and disputes can be managed through the above process outlined in this document or one preferred by the client, in agreeable with Biologic Carbon. All complaints and correspondence are kept on file for immediate access when required by company or the Code Admin.

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# Procedure

1. Client to contact Biologic Carbon regarding complaint(s) and provide the necessary information, refer to the table below. *(with future development of the company, forms via the website will be provided for the client).*

|  |  |
| --- | --- |
| Contact | [alice@biologicenv.com.au](mailto:alice@biologicenv.com.au) |
| Information | Company Name  Contact details  Nature of complaint  Elements of code broken (if applicable)  Desired outcome |

1. Client will be provided with a response within 24hrs to confirm receipt of complaint.
2. Directors will be notified of complaints at an elevated level as soon as they are received.
3. Client will receive feedback regarding the complaint within 21 days as per signatory code:
   1. If more information is needed
   2. Steps being taken by company
   3. Steps to be taken by company
   4. Steps to be taken by client
4. If the company requires additional time to address the complaint, the company will inform both the client and Code Admin.
5. If the client is dissatisfied, the complaint can be taken to the Code Admin. The form for this can be found [here](https://www.carbonmarketinstitute.org/code/resources/).