

Complaints, disputes and appeal process DNV Climate Change & Environmental Services (DNV CC&ES)

Any customer or other related party may present complaints to DNV Climate Change & Environmental Services. Customers may present appeals to decisions taken by DNV Climate Change & Environmental Services.

DNVs [values](#) include that we care for our customers, which means that we value the opinions of customers and other interested parties. We use feedback and complaints as a basis for continual improvement.

Complaints of any kind may be presented to local DNV CC&ES representatives, your customer representative, use our [online contact form](#), or write to:

DNV Climate Change & Environmental Services
Veritasveien 1
1322 Hovik
Norway

Within 5 working days you will receive acknowledgement of your inquiry. A review of the issue will be initiated, and a response will be made. Complaints are handled confidentially, and the complaint will, if relevant, be handled by a person independent of the issue.

Disputes in the form of disagreements between DNV and a customer with respect to decisions made during validation/verification/certification functions are evaluated at management level.

If the customer does not accept DNV's response to the dispute, *appeals* can be made. Appeals are reviewed by a panel independent of DNV CC&ES, appointed by the Director of Operations of DNV Division Sustainability & Innovation.

If the appellant still remains dissatisfied with the decision of the Independent Appeal Panel, an independent arbitration acceptable to both parties may be offered.

Further procedures and delegations of responsibilities can be made available upon request.

Stein Bjørnar Jensen
Director of Operations
DNV Climate Change & Environmental Services

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