

COMPLAINTS AND APPEALS

MY CO2 CERTIFICATION SDN.BHD (MYCT), as validation and verification body are committed to maintaining the highest standards of service quality and transparency. We understand that from time to time, clients or stakeholders may have concerns, complaints or appeals related to our assurance, validation and verification services. This procedure outlines the procedures to be conducted to ensure fairness, accountability and continuous improvement in our services. In handling complaints or appeals, confidentiality shall be safeguarded.

Definitions:

Complaint: An expression of dissatisfaction by any person or organization about MYCT and its performance as a validation and verification body (VVB).

Appeal: A request by the project representative to MYCT for a reconsideration of any decision it has made related to its validation/verification.

Process for a Complaint

- Complaints can be received through phone call, meeting, fax and email by stating a clear description of the case, objective evidence to support each element or aspect of the complaint, and the name and contact information of the complainant.
- Upon receipt of complaint, personnel who received complaint shall log in all details of the complaint(s) on customer complaint form (MYVV/FORM/010).
- A person responsible for the handling of the complaint will be appointed and relevant management will be notified.
- An initial response will be sent to the complainant to acknowledge receipt of the complaint.
- Once validated, the complaint will be analysed and any corrections and corrective actions will be implemented.
- A notification will be sent to the complainant with the outcome of the process and MYCT's decision, which will have been made by, or reviewed and approved by, an individual not previously involved in the subject of the complaint.

Process for a Appeal

- When a client disagrees with a certification decision, the client may appeal to the General Manager (GM) in writing within 2 weeks of notification of the decision.
- Appeals can receive through mail, fax, email, or orally by stating a clear description of the case, objective evidence to support each element or aspect of the complaint, and the name and contact information of the appeal.
- GM shall gather and verify all relevant information in order to validate the appeal.
- If the appeal is found not valid, inform the client accordingly.
- For valid appeal, GM will invite Quality Manager and one external Technical Expert within one month of the date of receipt of the appeal.
- The decisions of the appeals Panel shall be final and binding on both parties and shall be determined by a simple majority.
- The appellant shall be informed of the final decision in writing within 2 weeks from the date of hearing.