

# OXI-ZEN's Complaint, Dispute, and Appeal Processes

## 1. Introduction

The purpose of this process is to ensure a fair, transparent, and efficient mechanism for receiving, managing, and resolving complaints, disputes, and appeals. This process aims to maintain organizational integrity and accountability by addressing concerns promptly and impartially.

## 2. Scope

This process applies to all stakeholders, including employees, converters, emitters, partners, and other individuals or organizations engaging with OXI-ZEN.

## 3. Definitions

- **Complaint:** A formal expression of dissatisfaction regarding services, operations, or personnel.
- **Dispute:** A disagreement between two or more parties regarding a decision or action by the organization.
- **Appeal:** A formal request to reconsider a decision or action made by the organization.

## 4. General Principles

- All complaints, disputes, and appeals will be handled impartially, confidentially, and with due respect.
- The process will ensure that all concerns are addressed without discrimination or retaliation.
- Timelines for resolution will be clearly defined to ensure prompt responses.
- All decisions and actions will be documented to maintain accountability and transparency.

## 5. Process Details

### 5.1 Complaint Process

OXI-ZEN shall establish, document, implement, and maintain a procedure for handling complaints. This procedure includes:

- (a) The Chief Financial Officer shall handle complaints to ensure accountability.
- (b) Complaints shall be submitted in writing (email, online form, or letter). The organization will acknowledge receipt within 7 business days and provide the complainant with a progress report, where feasible.
- (c) Relevant information will be collected to evaluate the validity of the complaint.
- (d) Investigation:
  - An impartial investigation will be conducted by personnel different from those who carried out the related activities.
  - Criteria for determining the validity of complaints will be applied consistently.

(e) Appropriate corrections and corrective actions will be determined and implemented. The complainant will be informed of the investigation's outcome and final decision at the end of the process.

(f) All complaints, investigations, and actions will be recorded in a centralized system.

(g) The confidentiality of both the complainant and the subject of the complaint will be safeguarded.

## **5.2 Dispute Process**

OXI-ZEN shall establish, document, implement, and maintain a comprehensive procedure for handling disputes. This procedure ensures transparency, impartiality, and accountability in resolving disagreements while safeguarding confidentiality.

### **Key Steps in the Dispute Process**

1. Dispute-handling procedure will be made available to stakeholders upon request or when a dispute arises.
2. Disputes can be submitted through written communication (email, online form, or letter). The organization will acknowledge receipt of the dispute within 07 business days and, where feasible, provide the disputant with a progress report during the process.
3. All necessary information will be collected and verified to evaluate the validity of the dispute. The criteria for determining the validity of disputes will be clearly outlined and consistently applied.
4. An impartial investigation will be conducted by personnel who were not involved in the related validation, verification, or certification activities. Decisions on appropriate corrective action will be made based on the findings of the investigation.
5. Necessary corrections and corrective actions will be implemented to resolve the dispute and prevent recurrence.
6. A centralized system will be maintained to track and record all disputes, including the actions taken in response to them.
7. The confidentiality of the dispute and the subject of the dispute will be safeguarded throughout the process. All dispute-related information will be handled in accordance with confidentiality requirements.
8. The disputant will be informed of the investigation's outcome and provided with a final notice at the conclusion of the dispute-handling process.
9. Detailed records of all disputes, investigations, resolutions, and corrective actions will be maintained for future reference and accountability.

This robust dispute-handling framework ensures that disagreements are addressed fairly and efficiently, maintaining the organization's integrity and commitment to impartiality.

### **5.3 Appeal Process**

OXI-ZEN shall establish, document, implement, and maintain a comprehensive procedure for managing appeals, ensuring impartiality, transparency, and fairness throughout the process.

#### **Key Components of the Appeal Process**

1. An independent appeal panel will be responsible for overseeing the appeal process. Members of the appeal panel will be different from those involved in the initial validation, verification, technical review, or decision-making to ensure impartiality.
2. The submission, investigation, and resolution of appeals will not lead to any discriminatory actions against the appellant.
3. Appeals can be submitted via written communication through designated channels (email, letter, or online form). Upon receiving an appeal, its validity will be determined, and an acknowledgment will be sent to the appellant within 07 business days. The investigation process will consider all relevant information to ensure a thorough and unbiased decision.
4. All appeals will be systematically tracked and recorded, including actions taken to resolve them.
5. If an investigation reveals non-conformities or gaps in the system, appropriate corrections and corrective actions will be implemented to address these gaps effectively.
6. The confidentiality of the appellant and the subject of the appeal will be maintained throughout the process, adhering to all relevant confidentiality requirements.
7. Regular progress reports on the status of the investigation will be provided to the appellant. At the conclusion of the appeal process, the appellant will be informed of the final decision, with notice provided by the independent appeal panel.
8. The independent appeal panel will make the final decision, ensuring impartiality and fairness. If the appellant is not satisfied with the outcome, the OXI-ZEN will inform them of their right to escalate the matter to the Supervisory Body for further review.

This appeal process ensures that all grievances are managed with fairness and transparency, maintaining the integrity of the OXI-ZEN 's operations.

#### **6. Documentation and Record-Keeping**

- All complaints, disputes, and appeals will be recorded in a centralized database. Records will include submission details, investigation findings, resolutions, and corrective actions.

#### **7. Monitoring and Review**

This policy shall be reviewed annually or whenever significant changes occur. Any updates shall be communicated to all relevant personnel to ensure continued compliance and effective implementation.