

Proba complaints procedure

Version 1.1

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Approved by the management board: 14-04-2025

Introduction

We do everything in our power to ensure that you are happy with our service. If you are still not satisfied, please let us know as soon as possible. We do our utmost to help you.

At Proba you are required to report complaints and appeals in English. We will always reply in English.

Filing a complaint

Project proponents, assessors, methodology developers and other stakeholders (including interested stakeholders) may submit enquiries to Proba at any time. This complaints procedure applies to all standards and projects managed by Proba. Proba will handle all complaints and appeals at no cost to the complainant. All stakeholders, including project proponents, assessors, methodology developers, and other interested parties, have the right to submit complaints and appeals without financial obligation. Proba will handle all complaints and appeals in a fair, timely, and transparent manner, and will assign an appropriate staff member to manage the process. If external expertise is required to resolve a complaint, Proba will seek funding options that do not place a financial burden on the complainant. However, where such costs exceed a threshold of € 10,000, Proba may discuss cost-sharing arrangements with the relevant parties. Where a complaint or appeal overturns an earlier decision, Proba will review cost implications and may cover reasonable associated costs at its discretion.

Complaint Handling Process

Submit complaint

Complaints can be submitted via direct project contact or through our contact page: <https://proba.earth/en/contact-proba>. Complaints should be as specific as possible, including relevant facts, documents, and dates.

Acknowledge complaint

Proba will acknowledge receipt of the complaint within 5 working days, confirming that the complaint is under review.

Assignment

Proba appoints an appropriate person to handle the complaint, who will organize an analysis (involving external experts, as required) and determine any appropriate action required. Proba will aim to complete the review and propose a resolution within 30 working days, unless the complaint involves significant complexity or external review. In such cases, Proba will inform the complainant of any revised timeline.

Final Response

A written response will be shared with the complainant, summarizing the findings, decisions, and any actions taken. All responses are reviewed and approved by the Proba Management Board.

Proba reserves the right to decline complaints that are deemed unsubstantiated, repetitive, or made in bad faith.

Appealing

Where a complaint has not been resolved to the satisfaction of the complainant, complainants have the right to appeal.

The appeal shall be addressed to a member of the management board of Proba. The member will confirm the receipt of the appeal and presents the content of the appeal to the management board and presents an analysis of the complaint (involving external experts if needed) and suggests an appropriate response.

The management board formulates a binding response and provides this to the appellant. The appeal is processed confidentially.