

# Proba complaints procedure

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## 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 element 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. All expenses, internal and external, incurred by Proba in handling complaints and appeals shall be paid by the entity filing the complaint or appeal. Proba will inform the entity filing the complaint or appeal of the estimated handling cost prior to initiation of the handling process. Where the outcome of a complaint or appeal is to overturn an earlier decision made by Proba, the entity filing the complaint or appeal will not be liable for covering such expenses.

You can contact us in a number of ways. Customers receive direct contact details of the Proba employees managing their projects. For general contact information, please visit <https://proba.earth/en/contact-proba>.

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. We take your complaint very seriously and will do everything we can to find a solution together.

Proba writes a response and provides this to the complainant. The response to the complaint is approved by the management board of Proba. The complaint is processed confidentially.

## 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.