

## **COMPLAINTS, APPEALS AND INFORMATION REQUESTS POLICY AND PROCEDURE**

### **APPEALS POLICY:**

The Measured Entity has the right to appeal the verification results set out in the Verification Report and Scorecard within seven days of receipt thereof, by completing the CAI Request Form COR 23.

TLVT will consider appeals to its verification decisions. These appeals will follow a publicly available process, and personnel involved in investigating an appeal will be independent of initial verification personnel. In the event that there are no independent resources available within TLVT, this function will be outsourced to an independent competent person.

Investigation of and decisions on appeals will never result in discriminatory actions against the appellant.

Appeals will be dealt with in a timely manner and the appellant will receive progress reports and be informed of the outcome within a maximum of 30 days of the initial lodging of the appeal.

### **COMPLAINTS POLICY:**

TLVT welcomes complaints regarding its service from interested parties in order to ensure that it maintains a high level of customer satisfaction. These complaints will be dealt with in terms of a publicly available process, which shall be subject to the requirements for confidentiality.

All complaints will be resolved in a timely manner, keeping the complainant updated through progress reports and by formal notice, of the outcome.

If necessary, TLVT will follow its corrective action procedure to ensure that the root cause of the complaint is addressed.

Where a complaint relates to a measured entity, TLVT will refer the matter to the measured entity.