

管理番号：管理番号
配布先：氏名
配布年月日：配布年月日

CDM Center
Procedures for Handling Complaints, Disputes
and Appeals

(Summary for Public)

JCI-CDM-P-002(S).R7

July 1, 2010

Japan Consulting Institute (JCI)

1. Purpose

The purpose of the procedures is to set forth the requirements for handling complaints, disputes and appeals with respect to the activities of JCI CDM Center (hereinafter referred to as “CDM Center”) as the Designated Operational Entity/the Accredited Independent Entity (hereinafter referred to as “DOE/AIE”) of CDM/JI, so as to ensure the fair, appropriate and smooth implementation of those requirements.

2. Definition

2.1 Complaints shall be categorized as follows:

Formal (written) and/or informal (verbal) expressions of dissatisfaction regarding the performance of CDM Center in relation to its CDM/JI function(s), from any source, such as the CDM client's organization (CDM PP/JI client), the general public or its representatives, government bodies, NGOs, etc.

2.2 Disputes shall be categorized as follows:

Disagreement between CDM Center and the project participant/client regarding the CDM Center's recommendation and/or opinions/decisions made at various stages during the validation/determination and/or verification and certification functions.

2.3 Appeals shall be categorized as follows:

A CDM/JI client organization's (CDM PP/JI client) request for a review by an independent appeal panel of various decisions taken by CDM Center in respect of validation/determination and/or verification and certification.

3. Receiving of Lodgment

- (1) Clients shall submit documents of Lodgment to CDM Center within 30 days from its events occurred.
- (2) Documents of Lodgment shall contain the date of submission, the name of the CDM/JI project, the nature of the Lodgment, the name of the appellant, and the signature of a representative of the appellant.
- (3) Where the content of Lodgment is not appropriate, it shall be possible to hold the appellant responsible for the cost of processing on the Lodgment.

4. Processing and Resolving of Complaints

- (1) Complaints shall be dealt with by the CDM CENTER-EXECUTIVE DIRECTOR in an appropriate manner.

5. Processing and Resolving of Disputes

- (1) Processing and resolving of disputes shall be made as same procedures as those of complaints.

6. Processing and Resolving of Appeals

- (1) Appeals are processed by the Panel established by the CDM Steering Committee that is made up of one Panel chief and two members, and composed of neutral third parties.

7. Safeguarding the confidentiality, and ensuring the different staffs engaging in this process

- (1) The confidentiality of the complainant, disputant and appellant and the subjects of them, shall be safeguarded.
- (2) The persons of JCI staffs who engage in the process described in this procedure shall be differed from those who carried out the auditing.
- (3) CDM Center staffs shall not make any discriminatory actions against the appellant, regardless the submission, investigation and decision on appeals.

8. Option of complaining to the CDM-EB/JISC

The CDM CENTER-EXECUTIVE DIRECTOR shall inform the appellant that in case the appellant is not satisfied with the decision of the panel the appellant has an option of complaining to the CDM-EB/JISC.

Attachment 1

Process Chart (A) of Handling Complaints

= Handling by CDM CENTER-EXECUTIVE DIRECTOR =

Contents	Days	Expected Schedule
Receiving Complaint	0	Base Date
↓		
Notice of acceptance/rejection of complaint to appellant	5	Within 5 days from base date
↓		
Notice of decision to appellant	13	Within 13 days from base date

Remark: Number of days is for reference

Process Chart (B) of Handling Appeals

= Handling by Appeals Panel =

Contents	Days	Expected Schedule
Receiving Appeal	0	Base Date
↓		
Decision of acceptance/rejection of appeal by CDM-SC, form of Panel if necessary	7	Within 7 days from base date
↓		
Notice of acceptance/rejection of appeal to appellant, notice of Panel member to appellant	10	Within 10 days from base date
↓		
Notice of start/rejection of appeal to appellant	25	Within 25 days from base date
↓ (survey period)		
Open panel and deliberation	45	
↓		
Notice of result of deliberation	60	
↓		
Plan of Corrective/Preventive action, if necessary	90	Within 30 days from notice of decision

Remark: Number of days is for reference