



How to submit complaints, disputes and appeals

This document describes how client's organization, the general public or its representatives, government bodies, Non-Governmental Organisation can submit complaints/appeals/disputes arising from validation and verification/certification activities conducted by RINA Services S.p.A. (RINA) for projects related to the Clean Development Mechanism (CDM).

Complaints/Disputes/Appeals against RINA should be documented on a specific form, available on CDM webpage and be sent to Sustainability & Climate Change Unit Manager through the ghg.services@rina.org¹ mailbox.

Complaints and disputes can also to be sent to the RINA offices other than the central office (other legal entities belonging to the RINA Group) with which normally you have the relationships for the CDM activities.

Complaint shall be notified to RINA within 60 days from the event which generated such claim or request.

Disputes shall be notified to RINA within 30 days of the date of the RINA decision.

Appeal shall be notified to RINA within 7 days of the date of the RINA decision.

In the specific form please provide the nature of complaint, dispute or appeal and your data so that we can contact you and keep you informed of the action being taken.

Generally, within 7 days of the sending of the complaint/dispute/appeal you will receive an acknowledgement of the complaint/dispute/appeal and an initial response.

RINA will investigate the matter and, at the end of the investigation, you will be sent a communication informing you of the outcome of the inquiry and the action taken by RINA.

¹ The contact details of Sustainability & Climate Change Unit Manager are provided on CDM webpage