



COMPLAINTS, APPEALS AND DISPUTES

SG CO2 Pte. Ltd. is committed to maintaining the highest standards of integrity, impartiality, transparency and customer service in the delivery of its conformity assessment services, including validation, verification, certification and other related services.

We are committed to handling complaints, appeals and disputes in a fair, impartial, timely and confidential manner. This policy outlines the process for submitting and resolving concerns raised by clients, customers and other interested parties.

DEFINITIONS

Complaint

An expression of dissatisfaction made by any person or organization regarding the activities, services, decisions or performance of SG CO2 Pte. Ltd., where a response is expected.

Appeal

A request by an applicant or client for SG CO2 Pte. Ltd. to reconsider a decision made in relation to its conformity assessment activities, including certification, validation or verification.

Dispute

A disagreement arising between SG CO2 Pte. Ltd. and a client or other interested party regarding matters associated with the provision of conformity assessment services.

SUBMISSION OF COMPLAINTS, APPEALS AND DISPUTES

Online submission

Complaints, appeals and disputes may be submitted through the online form below:

<https://tl661dovou.jiandaoyun.com/f/65a4b0989c1861a464425e2a>



Alternative submission methods

Submissions may also be made via email or telephone, or by postal correspondence as follows:

Administrative Support Office

For postal correspondence or general administrative assistance, you may contact our supporting office via the directory (<https://mscompliance.com/contact.html>). Any complaints, appeals or disputes received by administrative office will be forwarded to SG CO2 Pte. Ltd. for handling in accordance with its documented procedures. The administrative support office does not participate in the review, assessment, or decision-making process.



The submission should include:

- Company name
- Name and contact details;
- Description of the issue;
- Relevant supporting information or evidence; and
- Reference to the applicable project, certification or service, where applicable.

Important Note

All complaints, appeals and disputes are formally handled, reviewed, and decided by SG CO2 Pte. Ltd. in accordance with its complaints, appeals and disputes Procedure. The administrative support office does not participate in the assessment, review, or decision-making process. Appeals are reviewed and decided by personnel who were not involved in the original decision or assessment activities.

Complaint and Appeal Process

Upon receipt of a complaint, dispute or appeal, SG CO2 Pte. Ltd. will:

- a. Acknowledge receipt of the submission.
- b. Review the information provided and determine its validity.
- c. Conduct an impartial investigation by competent personnel who were not involved in the activities or decisions being challenged, where applicable.
- d. Determine appropriate actions based on the investigation results.
- e. Communicate the outcome to the complainant or appellant.
- f. Record and retain all complaints, appeals and related actions as part of its management system.

Confidentiality and Impartiality

- SG CO2 Pte. Ltd. treats all complaints, disputes or appeals as confidential. Information obtained during the investigation will only be disclosed where necessary for the investigation or where required by law.
- All complaints, appeals and disputes are handled in an impartial manner. Personnel involved in their review and decision-making shall be independent of, and shall not have participated in, the activities or decisions under review, where applicable, and shall be free from any conflict of interest

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