

# Complaints Handling Process

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Carbon Link is committed to delivering the highest standard of service to clients, partners, and project stakeholders. As signatories to the Australian Carbon Industry Code of Conduct we are also committed to upholding the Code's mission to enhance the integrity, transparency, and accountability of Australia's carbon industry.

If at anytime we fall short of meeting our commitments or you are not satisfied with our performance, you can lodge a complaint by following the process outlined in this document.

Carbon Link has an established complaints handling procedure to ensure that an appropriate, fair, efficient, and transparent process is followed to ensure a satisfactory and timely resolution to all complaints.

## Making a Complaint

You can lodge a complaint or raise a potential breach of the Code of Conduct via the following means:

- Direct** Contact your Carbon Link representative directly and raise the issue with them
- Email** [info@carbonlink.com.au](mailto:info@carbonlink.com.au)
- Phone** 07 4837 7150
- Mail** 15 Morgan Street, Gladstone, QLD, 4680

Please provide the following information to assist us to investigate your concern:

- Your name and contact details
- The project or person that the complaint or breach relates to (if relevant)
- The nature of the complaint or the alleged breach
- Any supporting information you may have in relation to the complaint or breach
- An outline of your desired resolution

## Carbon Link's Complaints Process

- Complaints are investigated and resolved by our business management team and recorded in an internal complaints and breaches register.
- We will acknowledge your complaint within 3 business days of receiving it; we may contact you for further information.
- As signatories to the Code of Conduct we will notify the Code Administrator within 10 business days of receiving the complaint.
- We will aim to respond to each case within 21 business days. For complicated cases we will notify you and aim to respond within 45 days.
- We will aim to reach a mutually agreed resolution in all cases. If that cannot be reached then we may refer the matter to a third-party for mediation or arbitration.

## Further Review

If you are not happy with our progress or resolution, you can contact the code administrator directly via their website:

<https://carbonmarketinstitute.org/code/consumers/complaints/>

## Definitions

Carbon Link has adopted the following definitions from the Code of Conduct in relation to complaints handling:

- Complaint** an expression of dissatisfaction with an action or service of Carbon Link where a response or resolution is explicitly or implicitly expected
- Complainant** a client, stakeholder or other party who lodges a complaint
- Breach** any failure to comply with the Code including the Code rules, and other documentation referred to in the Code
- Dispute** a complaint by a client in relation to Carbon Link, that has not been immediately resolved when brought to the attention of Carbon Link
- Code** Australian Carbon Industry Code of Conduct

## Records and Privacy

We will maintain records in relation to your complaint, its investigation, and the resolution.

This information will be kept in accordance with our Privacy Policy and may be shared with third parties, including the Code Administrator, to facilitate the investigation or resolution of the complaint.

