

In accordance with PCI Policy 20, PCI Plant Certification Program, the Client has the right to appeal audit findings, grades or fees, and all decisions relating to granting, renewal, suspension, or cancellation of certification by PCI under the program (section 20.11), and any industry stakeholder may submit a written complaint regarding a Certified Plant (section 20.12).

Appeals and complaints can be submitted by any PCI client or user of PCI certification. A request to submit an appeal or complaint must be made in writing and addressed to the PCI Managing Director of Quality Programs. The request can be sent to PCI by mail, fax, or email. Associated forms are available on the [PCI website](#).

Upon receipt of an appeal and/or complaint, the PCI Managing Director of Quality Programs will register the appeal and/or complaint in PCI's Appeals and Complaints Registry. The PCI Managing Director of Quality Programs will send, as soon as possible, confirmation of receipt and consideration to the appealing and/or complaining party.

The Director will review the appeal and/or complaint with the applicable parties involved, and within four weeks the findings will be reported to the appealing or complaining party. If an appealing party is not satisfied with the results of the findings from PCI, then an Appeal Committee may be appointed by the PCI Managing Director of Quality Programs for further review. Once the Appeal Committee's review is final, the PCI Managing Director of Quality Programs will report the proposed solution to the appealing party.

The report will be used to develop recovering/corrective actions, which will include measures for recovery of certification as soon as possible, prevention of repetition, and assessment of the effectiveness of the applied recovering/corrective measures.

All decisions are final and should not be resubmitted.

PCI maintains documentation of all appeals and complaints related to its Quality Programs, as well as recovery actions. These data are used for analysis during management reviews.

If needed, corrective and preventive actions procedures could be applied.