



Disputes, Complaints and Appeals Handling Procedures

This procedure is established to ensure prompt and appropriate handling of disputes, complaints and appeals relating to Jacobs Consultancy's greenhouse gas and climate change services. We take all disputes, complaints and appeals seriously and appreciate any feedback to improve our services.

PROCEDURE

As a minimum, form [B1: Dispute, Complaint and Appeals Form](#) must be completed when filling for a dispute, complaint or appeal.

The complaint form can either be sent by e-mail to:

ghgservices@jacobs.com

Or by post address to:

Jacobs Consultancy., Inc.
GHG Services
Environmental Department
5995 Rogerdale Road
Houston TX 77042

INITIAL HANDLING

An external reviewer will be appointed and complaints received will be recorded according to Jacobs's internal procedures. The complainant will be notified of the receipt of form B1 within 10 business days.

CORRECTIVE ACTION

The external reviewer shall take action and identify root cause of complaints and make decision if an immediate or corrective action is needed.

RESOLUTION

The resolution shall be responded in a timely manner. If the response is not satisfactory, the complainant shall be informed of the follow up action to be taken for final resolution.

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File Name: TG-550.07G Appeals, Complaints Handling and Corrective Action

B1: Dispute, Complaint and Appeal Form

Company Name: Address:	
Name of person filling Complaint: Contact information:	
Service Reference Number: Office: Location:	
Reasons for Complaints:	
Date Submitted:	