

# Grievance Process

## Summary

Global Carbon Standard (GCS) is committed to the timely and effective resolution of grievances (i.e., complaints and appeals) concerning the GCS program. This grievance process outlines the procedures for handling complaints and appeals raised by stakeholders to GCS.

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## General

Global Carbon Standard (GCS) is a greenhouse gas (GHG) program that provides a robust framework for managing and validating climate projects globally. GCS adheres to the principles of the Paris Agreement and ISO 14064 standards, offering a user-friendly registry system for project proponents to manage carbon credit inventories, facilitate market reach, and manage portfolios.

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## Grievance

GCS is committed to resolving grievances concerning the GCS program. This process outlines the procedures for handling complaints and appeals raised by stakeholders to GCS.

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## Scope

The GCS grievance process applies to complaints and appeals. If the complainant is already party to an agreement with GCS, the complainant must follow the dispute resolution procedure specified in that agreement. Disputes arising from a GCS agreement are outside the scope of this grievance process. For complaints related to third-party agreements, the complainant must first seek to resolve the complaint according to the terms of that agreement and obtain an enforceable court judgment or arbitral award. GCS will not act as an intermediary in commercial disputes.

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## Definitions

- Appeal: An objection to a decision made by GCS in response to a complaint.
  - Complaint: A formal expression of dissatisfaction with a decision or operation of the GCS program, including concerns over the program's management or rules.
  - Complainant: National authorities, local stakeholders, project proponents, developers, authorized representatives, registry users, validation and verification bodies, or unrelated parties.
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## Complaint Process

Complainants must provide GCS with the following details when submitting a complaint:

- Full name (unless submitting anonymously)
- The full name(s) of any relevant organization(s)
- Contact details, including phone number and email address
- A comprehensive explanation of the complaint, outlining the main concerns
- The project's ID, if available

Anonymous submissions are allowed but may limit the capacity to fully resolve the complaint. GCS reserves the right to dismiss complaints that lack sufficient detail or do not meet the necessary criteria.

Once a complaint is submitted, GCS will acknowledge receipt within 30 business days. GCS will also keep the complainant informed about the progress of their case.

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## Timeline

### Reception

- GCS receives the complaint.
- Acknowledgment of receipt will be sent to the complainant within 30 business days.

### Process

- GCS personnel will review the complaint.
- GCS may inform parties known to be affected by the complaint, if applicable.
- GCS commits to providing a preliminary response within 60 business days of receiving the complaint.

### Decision

- GCS will consider any feedback and finalize its response.
  - The final written response will be delivered within 90 business days of receiving the complaint.
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## Appeals

If a complaint is not resolved to the complainant's satisfaction, the complainant can initiate an appeal process. The appellant must submit a written appeal to GCS, including:

- The appellant's name
- Updated contact information
- The grounds for the appeal, including any new evidence not previously submitted
- The reference to the original complaint

GCS will confirm receipt of the appeal within 30 business days and aims to issue a final written decision within 60 business days from receipt of the appeal.

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## Confidentiality

GCS will maintain the confidentiality of all information provided by the complainant regarding the complaint and any subsequent appeal, if requested. However, this confidentiality does not apply to information that:

- Is already lawfully available in the public domain
- Must be disclosed under any applicable law
- Needs to be shared with GCS advisors for the assessment of the complaint or appeal, under confidentiality agreements.



## Document History

Version	Date	Comments or Changes
1.0	5/9/2024	Polished version

