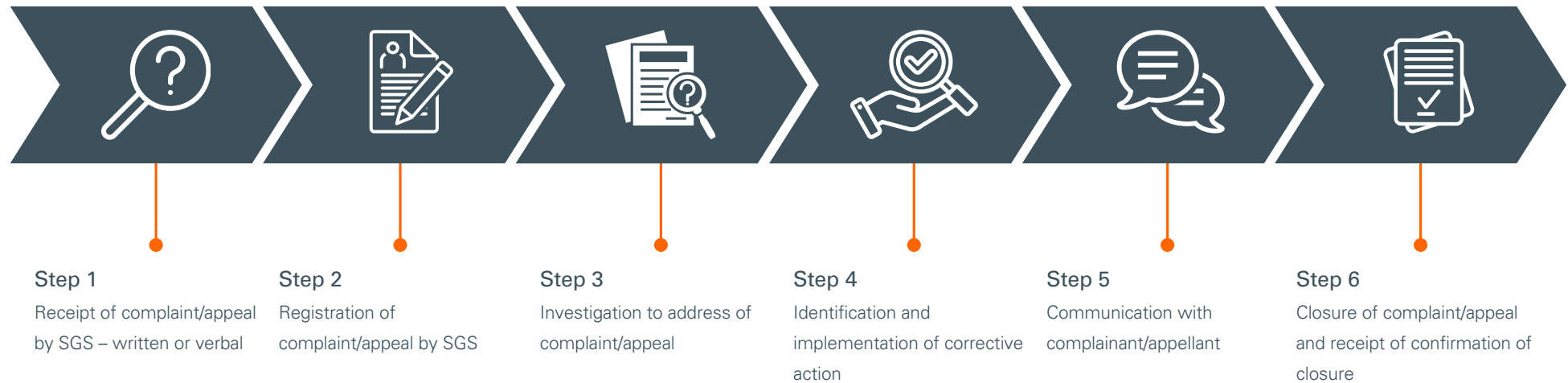


# Climate change program

Complaints and appeals process

# Complaints and appeal: process flow



**SGS.COM**

**SGS Headquarters**  
1 Place des Alpes  
P.O. Box 2152  
1211 Geneva 1  
Switzerland

