



GREEN SKY  
SUSTAINABILITY

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## Handling Appeals & Complaints Policy

Green Sky Sustainability (GSS) understands the importance of the appeals and complaints process. Please, find below the internal process that Green Sky Sustainability references to managed complains and appeals:

### Complaints:

GSS maintains a documented complaints process to receive, investigate, and resolve complaints related to its validation/verification activities. Complaints are tracked, acknowledged, and resolved impartially by uninvolved parties. Substantiated complaints result in corrective or preventive actions to prevent recurrence.

### Appeals:

GSS also has a documented appeals process that ensures appeals are received, investigated, tracked, and resolved transparently. The process ensures impartial decision-making by individuals not involved in the original decision, clear communication with appellants, and public availability of the procedure. Final authority for appeal decisions remains with the VVB.