



## Appeals Process for Certification Decisions

### Scope/Purpose

To maintain consistency and transparency in how certification decision disputes are handled, Green Seal follows the process below when a dispute arises. In all cases, Green Seal relies upon the specific language and intent of a standard criterion in order to resolve appeals impartially and with technical merit.

### Process

If Green Seal determines it will not certify an applicant's product or service, Green Seal will notify the applicant, and the application agreement will terminate with respect to that product or service.

Applicant appeals to this decision can be made in writing to Green Seal's Director of Certification within two weeks of the notification of Green Seal's decision not to certify the product or service.

Within two weeks of receipt of the applicant's appeal, the Director of Certification will notify the applicant in writing of the appeal decision or submit a written request to the applicant for clarification and/or further information.

Once the Director of Certification issues the appeal decision, the applicant will have two weeks from receipt to accept or challenge the decision.

If satisfactory resolution is not achieved, the appeal will be elevated to Green Seal's CEO.

If satisfactory resolution is still not achieved, the appeal will be referred to the Chair of Green Seal's Board of Directors, whose decision is final on behalf of Green Seal.