How we handle complaints and appeals



Do you have a complaint?

Or want to bring up a grievance or wish to appeal?



Describe it as fully as possible in writing

with evidence and contact information











Team members will not have any conflict of interest. They are:

- NEPCon staff
- Impartiality committee members
- External experts





by email, skype, phone or a face-to-face meeting

We set up a team to look into your complaint



Within 2 weeks of receiving your complaint



Where possible, we use the same language you use for the complaint



written summary of our conversations



We send you a



We get in touch with you and let you know our plan to handle your

complaint



Written decision within 3 months after you submit your complaint



We inform you of our progress

decision

our investigation and

We keep written notes of



We inform you of our decision regarding your complaint

We gather more information and verify



We keep your name and organisation **anonymous**, unless you are happy to disclose it

If the complaint is about one of our clients, we give them an opportunity to respond