

CFP Communication Program

Rules on appeals, complaints,
and dispute resolution

Revised on July 2, 2012

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Japan Environmental Management Association for Industry

<Purpose>

Article 1

This document prescribes the rules for handling of appeals and complaints filed, and disputes occurred, relating to activities under the CFP Communication Program (hereinafter called "the CFP Program") operated and managed by JEMAI (Japan Environmental Management Association for Industry).

<Resolution of appeals and complaints>

Article 2

- (1) JEMAI classifies appeals and complaints filed by document into two main categories: cases of minor issues related to office procedures and of issues related to fees which should be handled by the secretariat (in JEMAI); and cases of fundamental issues of the CFP Program which should be examined either by the advisory board, the review panel, or the review panel on emission factor.
- (2) JEMAI shall be responsible for all decisions made at each stage, for resolution process of appeals/complaints.
- (3) Overview of the resolution processes of appeals/complaints shall be accessible by the general public. These resolution processes shall include at least the following components and methods:
 - Receipt of appeal/complaint, process of checking and examining the validity of the received appeal/complaint, and process of determining action to be taken against the current appeal/complaint by considering the similar cases in the past.
 - Tracing back of progress and its records related to appeals/complaints including actions taken to resolve them.
 - Ensuring that appropriate amendments and corrective actions are performed.
- (4) JEMAI shall ensure that the parties involved in the resolution process of appeals are different from the parties other than those who conducted the CFP-PCR review or the CFP verification. It is not permitted that direct negotiation between the party who filed a complaint and the business that has registered/released the CFP declaration. If any complaint is made against a business that has registered/released its CFP declaration, such business shall notify JEMAI of the information related to the complaint without delay, and JEMAI shall resolve it by following the rules prescribed herein.
- (5) If a business that registered its CFP mark to be released denies expressions of its opinion to the complaint without any justifiable reason, the complaint could be granted as correct and any actions could be taken such as revoking of the CFP mark registration.

- (6) JEMAI shall notify the receipt of the appeal or complaint to the party who filed an appeal/complaint, report its progress, and provide matters that have been decided so far. The decisions to be communicated to the appealing/complaining party shall be made, reviewed, or approved by the parties who were not involved in the subject matter of the appeal/complaint.
- (7) JEMAI shall make a reply to the appealing/complaining party for the resolution result described in a written reply for the appeals/complaints, no later than 60 days from the date of receipt of the appeal/complaint. JEMAI shall also formally notice the appealing/complaining party of the completion of the resolution process for its appeal/complaint.

<Moving from appeal/complaint phase to dispute phase>

Article 3

If an appealing/complaining party and/or a business that registered/released CFP declaration disagree with the JEMAI's reply described in (7) of Article 2, it will be moved to dispute phase for resolution.

<Responding to disputes>

Article 4

- (1) If a dispute is occurred as described in Article 3, JEMAI shall decide that the dispute should be referred to either of advisory board, the review panel, or the review panel on emission factor, according to the contents of the dispute.
- (2) The committee to which the dispute is referred as described in (1) of Article 4 can establish the panel for resolving the dispute.
- (3) The panel for resolving the dispute described in (2) of Article 4 can include a third party who is not involved in the CFP Program.
- (4) JEMAI shall make a reply to the applicable party for the resolution result in a written reply of the dispute, no later than 60 days from the date on which such dispute was occurred.

<Action after resolution of disputes>

Article 5

- (1) In the case that any action is required such as correction or improvement after the resolution process of the dispute, applicable relevant parties involved in this CFP Program shall promptly take such action.
- (2) If any revision of the contents of registered/released information or a revocation of registration is required based on the resolution result of the dispute, the revision or the revocation shall be conducted in accordance with the "Rules on registration and release of CFP declaration."

Supplementary provision

This document shall come into effect on July 2, 2012.