

general information
guidance for stakeholders

July 2018



Australian
Carbon Industry
Code of Conduct



Guidance for stakeholders

Who are Signatories to the Code of Conduct?

Signatories are entities that have made an application and been approved by the Code Administrator as Signatories to the Carbon Industry Code of Conduct. Signatories will usually be project developers, agents, aggregators or advisers who act as scheme participants, or provide advice and services to clients regarding registration, implementation and management of carbon offsets projects.

Who are considered stakeholders or clients under the Code of Conduct?

The Carbon Industry Code of Conduct recognises that there are various stakeholders who interact with Signatories to the Code, within the industry. This includes clients, land owners, land managers, natural resource management (NRM) bodies, government agencies, traditional owners, Native Title Holders, native title representative bodies, land councils and other relevant stakeholders.

Note: The Code defines clients as landholders, facility owners or other parties who wish to undertake a carbon offsets project.

What should stakeholder or clients of a Signatory expect?

Signatories to the Carbon Industry Code of Conduct have agreed to conduct their business in line with the requirements of the Code. Stakeholders or clients of a Signatory can expect to be dealt with in a manner that befits the best practices outlined in the Carbon Industry Code of Conduct, on all the carbon offsets projects that each stakeholder or client wishes to undertake.

Making a complaint against a signatory

Should a complaint need to be made against a company identifying itself as a Signatory to the Code, the first point of contact should be with the company directly. In accordance with the Code, Signatories are required to have an appropriate internal complaints handling procedure that is fair, efficient and transparent.

The Code Administrator has developed a Complaints Procedure, which outlines the process for handling complaints and alleged breached of the Code during the Foundation Stage, as well as the process by which the Code Administrator will respond to complaints received. The **Complaints Procedure – Foundation Stage** can be found in the Forms & Resources section of the Code of Conduct website.

If the person making the complaint is not satisfied with the response from the signatory, they can contact the relevant consumer protection organisation. To identify the relevant consumer protection organisation, please refer to the useful links and reference material, that can be found in the guidance for signatories, in the Forms & Resources section of the Code of Conduct website.

Notifying the Code Administrator of a complaint

If you have made a complaint against a company identifying itself as a Signatory to the Code (either directly to the Signatory or through a relevant consumer protection organisation), you can notify the Code Administrator by completing the **Client Complaint Form**, which can be found at found in the Forms & Resources section of the Code of Conduct website.

The Code Administrator will log this information in its Complaints Register and use this information to monitor the effectiveness of the Code and inform the Code Annual Report. Information collected will be treated with appropriate confidentiality and signatories against which a complaint or suspected breach is reported will not be publicly identified.



Please note: The Code Administrator is not a dispute resolution body and will encourage all complainants to contact the signatory against which they are making the complaint in the first instance.

Suspected breach of the Code

If you have a complaint involving a suspected breach of the Code, or you have lodged a complaint against a signatory regarding a suspected breach with a consumer protection organisation, you should also complete the **Client Complaint Form**, which can be found in the Forms & Resources section of the Code of Conduct website. You can fill out the appropriate sections of the **Client Complaint Form** relating to a suspected breach of the Code.

The Code Administrator will log this information in its Breach Register and use this information to monitor the effectiveness of the Code and inform the Code Annual Report. Information collected will be treated with appropriate confidentiality and signatories against which a suspected breach is reported will not be publicly identified.

Stakeholder & Client FAQs

How are complaints made against a Signatory?

The first contact for any complaint is directly with the Signatory. If someone making a complaint is unable to contact the Signatory or the Signatory is not responding to the contact, they can notify the Code Administrator using the **Client Complaints Form** available on the Code website in the Forms & Resources section of the Code of Conduct website.

A complaint relates to a suspected breach of the Code. How can this be reported this?

If the complaint relates to a suspected breach of the Code, stakeholders and clients are encouraged to notify the Code Administrator using the **Client Complaints Form** available on the Code website in the Forms & Resources section of the Code of Conduct website.

The signatory has not responded to the complainant regarding the status of a complaint

Signatories are required to provide feedback on the complaint investigation within 21 days of receiving the complaint. If additional time is required for the investigation, the Signatory must inform the complainant that this is the case. The Signatory must complete the investigation and notify the complainant of the outcome within 45 days of receiving the original complaint. Stakeholders and Clients may contact the Code Administrator if they are unable to contact the Signatory regarding the status of the complaint investigation by the Signatory.

The complainant is not satisfied with the outcome of the complaints investigation by the Signatory. What are the next steps?

If stakeholders and clients are not satisfied with the manner in which their complaint has been handled by the Signatory, they may contact a relevant consumer protection organisation. They may also escalate the complaint to the Code Administrator using the **Client Complaints Form** available on the Code in the Forms & Resources section of the Code of Conduct website.

for more information please contact

Code Administrator

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