

## Complaints and Appeals

### **Before making a complaint or appeal, please be aware that:**

- Messages sent anonymously will not be accepted;
- The protection of personal data of all those using the complaint and appeal service is guaranteed.

### DESCRIPTION PROCESS OF TREATMENT OF COMPLAINTS

- The complaint, complete with all useful information, must be sent to the following email address [quality@greenkar-ts.com](mailto:quality@greenkar-ts.com);
- The Quality Manager will send a confirmation of receipt of the complaint and update where possible about the state of progress;
- GreenKar Technical Service Ltd will evaluate the validity of the complaint by analysing it in all its aspects;
- The Quality Manager will formalise a response within 20 working days from receipt of the complaint.

### DESCRIPTION PROCESS OF HANDLING OF APPEALS

- The appeal, complete with the detailed description of what is intended to be contested, the reference to the Inspection Report, and the indication of their contacts and addresses, must be addressed to the Top Management by registered mail (address: 18/2 South Street, Valletta - Malta), within 20 working days from the date of receipt of the decision to be contested;
- The Top Management will send a confirmation of receipt of the appeal;
- The appellant, where possible, will be up-dated as regards the state of progress;
- The Appeals Commission will take a decision within 40 working days from the date of receipt of the appeal;
- The Top Management will communicate the decision taken by the Appeals Commission by registered mail.