



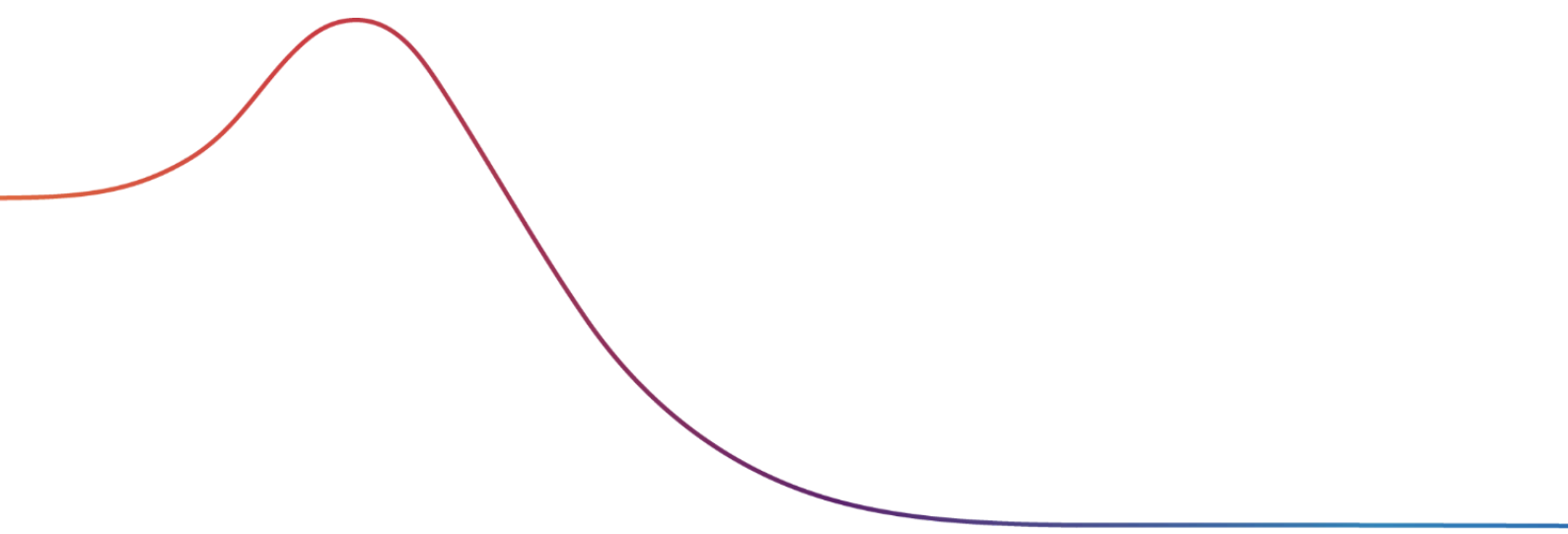
SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

# Complaints and Appeals Policy

Version 2.0

June 2026



## VERSION HISTORY

Version	Change/update description	Release date	Effective dates
Version 1.0	<ul style="list-style-type: none"><li>• SBTi Complaints Procedure approved and uploaded to website</li></ul>	January 2025	January 2025
Version 2.0	<ul style="list-style-type: none"><li>• Substantive changes made to SBTi Complaints Procedure</li><li>• SBTi Complaints Procedure renamed to SBTi Complaints Policy</li></ul>	June 2026	June 2026

# CONTENTS

<b>CONTENTS</b>	<b>3</b>
<b>1 Summary</b>	<b>4</b>
<b>2 Scope</b>	<b>4</b>
<b>3 Complaints Process</b>	<b>5</b>
<b>3.1 Submission</b>	<b>5</b>
<b>3.2 Initial Screening</b>	<b>5</b>
<b>3.3 Investigation and Decision</b>	<b>6</b>
<b>4 Appeals Process</b>	<b>6</b>
<b>4.1 Submission and receipt</b>	<b>6</b>
<b>4.2 Initial Screening</b>	<b>7</b>
<b>4.3 Investigation and Decision</b>	<b>7</b>
<b>4.3.2 Standards Appeals</b>	<b>8</b>
<b>5 Impartiality and Conflicts</b>	<b>8</b>
<b>6 Confidentiality</b>	<b>9</b>
<b>7 Data management</b>	<b>9</b>
<b>8 Policy Review</b>	<b>9</b>

# 1 Summary

This Complaints and Appeals policy describes the process for managing:

- A. Formal expressions of dissatisfaction relating to SBTi (referred to as a “**Complaint**” or “Complaints”);
- B. Appeals submitted to SBTi relating to the resolution of Complaints (referred to below as an “**Appeal**”, or “Appeals”).

The policy outlines the steps for receiving, recording, managing, evaluating, and deciding Complaints and Appeals.

# 2 Scope

This policy has been developed to:

- Describe the procedure for making a Complaint or Appeal about SBTi.
- Describe the review, decision, communications, and results management processes in relation to Complaints and Appeals.

This policy covers:

- Complaints relating to SBTi as an organisation, including complaints by external stakeholders relating to the conduct of SBTi employees or staff or any other issues which don't relate to SBTi's standards or standardized instruments (referred to as “**General Complaints**”);
- Complaints relating to SBTi standards or standardized instruments (referred to as “**Standards Complaints**”), including:
  - the way standards or standardized instruments have been developed or revised, or any other procedural issues relating to the standard development process;
  - the objectives, focus, scope, methods, or any other explicit or perceived content or meaning of an SBTi standard or standardized instruments.

This policy is not intended to cover:

- complaints or appeals made against SBTi Services or in relation to validation services, which should be brought under the policies applicable to SBTi Services;
- internal HR issues or grievances, which should be brought under the applicable internal HR policy;
- whistleblowing complaints, which should be brought under the Whistleblowing Policy.

## 3 Complaints Process

### 3.1 Submission

All General Complaints should be submitted to the following email address:

- [complaints@sciencebasedtargets.org](mailto:complaints@sciencebasedtargets.org)

All Standards Complaints should be submitted to the following email address:

- [standardscomplaints@sciencebasedtargets.org](mailto:standardscomplaints@sciencebasedtargets.org)

The following information, when available and applicable, should be provided wherever possible to support the assessment of the Complaint:

- The complainant's information including at least the complainant's name, organization, position, email address, and telephone number.
- The relevant dates, time, and location of the issue or events relating to the complaint.
- The SBTi personnel involved, including their names, positions, companies and other relevant information.
- A description of the issues that are the subject of the complaint.
- Any accompanying evidence and documentation in support of the complaint.
- Any other information relevant to the complaint, including if the person or organization wishes not to have their identity disclosed during its processing.

The complaints mailboxes will be managed by the team responsible for handling Complaints (the "**Complaints Management team**"). Only Complaints sent to these mailboxes will be considered. Communications sent via other channels will not be accepted.<sup>1</sup>

### 3.2 Initial Screening

The Complaints Management Team shall confirm receipt within **10 business days** of initial contact from the complainant and communicate if:

- additional information or evidence is required to investigate the Complaint;
- it is determined that the Complaint cannot be processed for any reason.

If additional information is required and the complainant is non-responsive for **10 business days**, they will be deemed to have withdrawn their Complaint.

---

<sup>1</sup> Complaints received by employees of SBTi or SBTi Services should be forwarded to these email addresses. If a party relates a concern or complaint verbally to an SBTi or SBTi Services employee, that employee should encourage the party to submit the information and supply the relevant email address indicated above. SBTi and SBTi Services employees cannot be responsible for accurately recording and submitting information from other parties.

Once the Complaints Management Team has all the information necessary to proceed with investigating the Complaint, they shall communicate this to the complainant. The date of this communication is referred to below as the “**Commencement Date**”.

## 3.3 Investigation and Decision

Following the Commencement Date, the Complaints Management Team will begin the investigation of the Complaint. This may involve interviewing affected parties, collecting and reviewing evidence, and any other steps necessary to make a determination on the facts of the Complaint.

Depending on the nature of the Complaint, the Complaints Management team may convene an “**Independent Committee**” (which could include representatives from the SBTi Technical Council and appropriate external experts, including if needed representatives from the Validation Council or other comparable governance bodies) to decide the outcome of the Complaint. The circumstances which may be taken into account in deciding whether to convene a Committee include the complexity or sensitivity of the case, the need for specific subject matter expertise (such as technical expertise), or any other factors which may justify convening a Committee.

The Complaints Management Team will communicate a decision to the complainant within **45 business days** of the Commencement Date. The decision may set out corrective actions to address the issues identified in the Complaint, such as improvements to address the issues in future, targeted remedial measures, or disciplinary action, depending on the nature and circumstance of the Complaint.

In exceptional circumstances where additional time is required, the Complaints Management Team team will inform the complainant of the reasons for the delay and of the expected timeline.

## 4 Appeals Process

### 4.1 Submission and receipt

If a complainant is not satisfied with the resolution of a Complaint, they may submit a request to initiate a formal Appeal to the following email address: [appeals@sciencebasedtargets.org](mailto:appeals@sciencebasedtargets.org).

The appellant must submit a written request to initiate the Appeal within **14 business days** of the outcome of the Complaint being communicated to the complainant by the Complaints Management Team. Appeals submitted after 14 business days have passed will not be accepted.

The request must set out:

- details of the underlying Complaint;
- The substantive or procedural elements of the decision on the Complaint which are the basis for the Appeal;
- And other information or evidence relevant to the determination of the Appeal.

## 4.2 Initial Screening

The appeals mailboxes will be managed by the team responsible for triaging Appeals (the “**Appeals Management team**”).

Within **10 business days** of the submission of the Appeal, the Appeals Management Team shall communicate to the appellant if:

- additional information or evidence is required to investigate the Appeal;
- it is determined that the Appeal cannot be processed for any reason.

If additional information is required and the complainant is non-responsive for **10 business days**, they will be deemed to have withdrawn their Appeal.

Once the Appeals Management Team has all the information necessary to proceed, they shall communicate this to the complainant. The date of this communication is referred to below as the “**Appeal Commencement Date**”.

## 4.3 Investigation and Decision

The Appeals Management Team will triage the Appeal depending on whether it relates to a General Complaint or a Standards Complaint. If the Appeal:

- relates to a General Complaint, this is referred to as a “**General Appeal**” and the process under paragraph 4.3.1 shall apply;
- relates to a Standards Complaint, this shall be referred to as a “**Standards Appeal**” and the process under paragraph 4.3.2 shall apply.

### 4.3.1 General Appeals

Following the Appeal Commencement Date, the Appeals Management Team will begin its investigation. Depending on the nature of the General Appeal, the Appeals Management team may convene an independent Committee to decide the outcome.

The Appeals Management Team will communicate a decision to the appellant within **45 business days** of the Appeal Commencement Date. The decision may set out corrective actions to address the issues identified in the Appeal, such as improvements to address the issues in future, targeted remedial measures, or disciplinary action, depending on the nature and circumstance of the Appeal.

In exceptional circumstances where additional time is required, the Appeals Management Team will inform the complainant of the reasons for the delay and of the expected timeline.

### 4.3.2 Standards Appeals

Standards Appeals shall be investigated and decided by an ad hoc committee convened by the Appeals Management Team (“**Standards Oversight Committee**”).

The composition of the Standards Oversight Committee shall depend on the nature of the Appeal, including the technical issues which it raises. The Standards Oversight Committee shall always include:

- a minimum of 3 members; and
- At least one member of SBTi’s Technical Council.

The Standards Oversight Committee will not include members who were involved in the original complaint, and may include other internal or external subject matter experts where appropriate and depending on the nature of the case (for example from the Validation Council or other comparable governance bodies).

Following the Appeal Commencement Date, the Standards Oversight Committee will begin their investigation. This may involve interviewing affected parties, collecting and reviewing evidence, and any other steps necessary to make a determination on the facts of the Appeal.

On behalf of the Standards Oversight Committee, the Appeals Management Team will communicate a decision to the appellant within **45 business days** of the Commencement Date. The decision may set out corrective actions to address the issues identified in the Complaint, such as improvements to address the issues in future, targeted remedial measures, or disciplinary action, depending on the nature and circumstance of the Complaint.

In exceptional circumstances where additional time is required, the Appeals Management Team will inform the complainant of the reasons for the delay and of the expected timeline.

## 5 Impartiality and Conflicts

SBTi shall take all necessary steps to ensure impartiality and avoid conflicts of interest at every stage of the Complaints and Appeals process. Parties investigating Complaints and Appeals shall:

- A. maintain objectivity, impartiality, and fairness at all times;
- B. ensure independence from the parties related to subject matter of the Complaint or Appeal.

SBTi shall ensure that there are appropriate guardrails in place to ensure the independence of the party or parties investigating the Appeal from the parties investigating the underlying Complaint, including where possible that they are drawn from different departments.

The Complaints Management Team and Appeals Management Team shall be responsible for carrying out appropriate Conflict of Interest checks to ensure that the parties involved in the investigation or decision making process are not connected with the subject matter of the Complaint or Appeal, or otherwise prevented from participation due to a conflict of interest. If a conflict is identified, the relevant individual will be replaced to ensure impartiality.

If requested, the team managing the case may provide details to the complainant or appellant regarding the profile of the personnel managing the Complaint or Appeal, such as their expertise, department or level of seniority. To protect confidentiality, personal details will not be disclosed.

## 6 Confidentiality

All complaints are handled with the utmost confidentiality to protect the complainant's anonymity during its processing. However, if you would prefer to submit a fully anonymous complaint, please refer to our Whistleblowing Policy accessible [here](#).<sup>2</sup>

Only staff authorized in the evaluation of Complaints and Appeals will be involved in the relevant processes.

For confidentiality reasons, the team managing the case shall seek permission from the complainant or appellant before involving parties external to SBTi in the investigation of the Complaint or Appeal.

## 7 Data management

SBTi securely stores all information related to Complaints and Appeals, including evaluations, decisions, communications, records of joint reviews or investigations, and supporting evidence provided by the concerned party, in secure locations. This information will be used solely for system process analysis and improvement.

## 8 Policy Review

This policy will be reviewed on an annual basis.

---

<sup>2</sup> In submitting the whistleblowing complaint, the complainant should clearly identify the nature of the complaint and the issues it relates to, including if it raises technical issues. This will allow the Whistleblowing Officer to investigate the complaint efficiently.