


# Formal Complaints Handling Policy

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Policy Owner	Maria Hadzis	Customer Rating Experience Director	EVS Inquiry Center

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Version	Date	Author	Change description
1	Feb 5, 2026	Maria Hadzis Wendy Lam	Creation ▾
	📅 Date	👤 Person	Update ▾

Approved by	Job title
_____	_____
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_____	_____

 Signed Formal Complaints Handling Policy - 4\_10\_26, 5\_26 PM.pdf

## Table of Contents

Formal Complaints Handling Policy	1
1. Objective	2
2. Scope of application	2
3. Definitions	3
4. References	3
5. Policy Statement	3
6. Definition of a Complaint	3
7. How do we handle complaints ?	4
8. Definition of an external stakeholder reasoned concern	4
9. Stakeholders Consulted [For internal reference use only]	6

### 1. Objective

The objective of the Complaints Handling Policy is to define a formal, transparent, and fair mechanism for users and external stakeholders to lodge complaints regarding EcoVadis’s sustainability ratings and/or business solutions. It ensures consistent, evidence-based resolutions that align with regulatory requirements and maintain service integrity.

### 2. Scope of application

This Policy is applicable to all users of EcoVadis sustainability rating or business solution and external stakeholders. It covers formal complaints regarding factual errors, incorrect methodology application, or misrepresentation of sustainability performance. It excludes general customer service, technical, or billing issues.

Internally within EcoVadis, this policy is applicable to all company personnel responsible for managing the complaint process including but not limited to the Customer Care, Rated Customer Success, Requesting Account Manager, Inquiry Center, Resolution Center.

### 3. Definitions

Terms specific to the document are defined in the following table:

Definitions	
Term	Description
<b>Complaint</b>	A formal written communication alleging factual errors, methodology misapplication, or misrepresentation in an EcoVadis rating or solution.
<b>External Stakeholder Reasoned Concern</b>	A factual statement of concern from an identifiable person or organization regarding EcoVadis's assessments, requiring specific action or explanation.

### 4. References

- [Third-Party Professional Conduct Code](#) → Ensuring healthy business relationships, responsible communication, and ethical conduct between EcoVadis and all third parties.
- [EcoVadis Code of Ethics](#) → Our commitment to ethical business practices.

### 5. Policy Statement

EcoVadis's mission is to provide trusted and globally recognized sustainability ratings, intelligence, and collaborative performance improvement tools to help companies manage risk and drive positive impact globally. To uphold the integrity and quality of its services, EcoVadis promotes open dialogue and provides a formal mechanism for users and stakeholders to lodge complaints regarding its sustainability rating or business solution.

Our objective is to ensure a consistent, fair, accurate, and transparent process that aligns with our external commitments and regulatory requirements, such as those from EU Regulation 2024/3005 on the transparency and integrity of ESG rating activities. All users, regardless of their subscription level, and/or external stakeholders must adhere to this policy. Direct contact with EcoVadis's senior executives or any personnel that is not authorised to handle complaints regarding complaints is prohibited. We value feedback and require that all communication remains respectful, in line with our [EcoVadis Code of Ethics](#). Disrespectful or abusive communication will not be tolerated.

### 6. Definition of a Complaint

A written communication is considered within the scope of this complaints policy if it is a formal communication received by EcoVadis via the dedicated complaint reporting channel and includes an allegation related to one of the following areas:

- Factual error found on any element of the rating or business solution
- Incorrect application of our methodology to the rating
- Incorrect representation of a company's sustainability performance through an assessment done by EcoVadis

EcoVadis is committed to making the complaint process accessible. A complainant can be a rated company or a requesting customer. EcoVadis will investigate only when a complaint is material, credible, and specific, and the complaint must fall within the listed scope above. Complaints and/or questions about other issues such as general customer service, product technical issues or billing issues may be raised with our Customer Care team for due resolution via the official channel: [Get Support page](#).

This policy is aligned with best practices for handling complaints, including principles of fairness, relevance, and fact-based. Prior to submitting a complaint, we expect all complainants to have taken the time to investigate and question via our [Get Support page > Assessment results & scorecard](#). General disagreement or dissatisfaction regarding the EcoVadis rating or solutions without specific details is considered an incomplete complaint and may be redirected, resulting in delayed resolution. Complainants are encouraged to refer to our [Help Center](#) for clarification about the EcoVadis methodology to ensure the complaint is fact-based, relevant, and specific.

## 7. How do we handle complaints ?

Complaint handling follows a structured workflow designed to ensure accessibility, transparency and fairness.

1. **Formal Submission:** users submit their detailed allegations regarding factual errors, methodology misapplication, or misrepresentation through the dedicated channels.
2. **Acknowledgment:** all complete submissions will be acknowledged and verified by EcoVadis within two business days.
3. **Investigation:** an independent analyst, who was not part of the original assessment, will conduct a thorough evidence review and consult internal subject matter experts if necessary.
4. **Decision and Communication:** a formal response is communicated within 10 business days (or 20 for external stakeholder concerns). Depending on the situation, we will provide an evidence-based explanation for maintaining the original result or a formal revision to the rating.
5. **Escalation:** in case of a continued disagreement, unresolved issues will be escalated to the EcoVadis Resolution Center.
6. **Continuous Improvement:** improvement areas or constructive feedback are communicated to the relevant internal teams (e.g. Methodology) to help refine processes, analysts training or methodology if applicable.

## 8. Definition of an external stakeholder reasoned concern

For external stakeholders that cannot submit a complaint, in line with the definition above, there is a possibility to submit reasoned concerns. A written communication is considered within the scope of this channel if it is a formal communication received by EcoVadis via the

dedicated external stakeholder reasoned concerns reporting channel and fits the following criteria:

- It comes from an identifiable person and/or organisation
- It is a clear statement of concern
- It is based on factual elements and has an expected action (e.g. review, explanation, scorecard corrections, etc.)

We expect external stakeholders to submit their claims via the link available on our [Get Support page](#).

## 9. Stakeholders Consulted [For internal reference use only]

This policy will be reviewed and updated as needed by the Inquiry Center Team with the input from all key stakeholders listed in the below table.

Stakeholders Consulted		
 Stakeholder	Department	 Date Consulted
Sylvain Guyoton	Chief Rating Officer	Nov 28, 2025
Maria Hadzis	EVS Inquiry Center	Nov 4, 2025
Simon Gargonne	EVS Resolution Center	Nov 4, 2025
Chris Economides	EVS Select Service	Nov 4, 2025
Christina Allaghen	EVS Quality	Nov 4, 2025
Marc Casellas	EVS Project Management	Nov 4, 2025
Christophe Moreau	Customer Care	Nov 4, 2025
Kirsty Donaldson	Rated Customer Success	Nov 4, 2025
Michal Mazur	Risk and Compliance	Nov 4, 2025