

Complaints and Appeals Policy

McHugh & Shaw is committed to always provide high quality service to our customers and other stakeholders. We welcome all feedback from our clients, subcontractors, and other stakeholders and endeavour to take it on board. We recognise that, from time to time, this may include the raising of a complaint or appeal. By following the guidance of this policy, we want to ensure that all complaints and appeals are handled effectively, sensitively, and in a timely and impartial manner.

Submitting your feedback/complaint/appeal

Any feedback, complaint, or appeal may be provided to us via email (either to the [company](#) or staff email addresses), or through our [website](#). Should we receive verbal notice that requires action on our behalf, we will ask for this to be sent in writing as well. We acknowledge receipt of all complaints in writing.

Our handling of your complaint

All feedback will be recorded in accordance with our privacy and confidentiality policies and assigned to an impartial staff member (i.e. who has not been involved in the audit concerned), an external contractor, or a third-party independent person, such as a dispute lawyer. These will be appointed on a case by case basis.

The complaint or appeal will be investigated by the assigned person, who will be communicating with the complainant regularly about findings, proposed actions, and expected timeframes of the resolution process. Our aim is to resolve the matter within 20 working days. Should it take longer to resolve a matter due to its complexity, we will provide regular updates on the expected timeframes.

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External resolve

We will always endeavour to resolve small issues or complaints internally. However, due to the size of our organisation it can sometimes be possible that there is no impartial person available who could independently investigate the complaint or appeal. In this case we will refer the complaint to external organisations with their own appropriate complaints' procedures, as outlined below.

Should we fail to resolve a complaint within an agreed timeframe, the complainant can raise their complaint directly with the following external bodies.

If the complaint or appeal is in relation to a service we provided to [Ekos](#) (Ekos Kāmahī Limited) as part of their certification programme, we will refer the complainant to Ekos, who will investigate the matter.

Should the complaint concern a McHugh & Shaw member of staff who is also a member of [CEP](#) (Carbon and Energy Professionals New Zealand), then we will refer the complainant to CEP's Investigation Officer who will determine whether there is sufficient evidence for a [disciplinary proceeding](#).



Jeska McHugh

Managing Director, March 2024