



GBI Assessment Discrepancy Resolution and Appeal Guidelines

GBI's building assessment and certification process is designed to provide transparency, which minimizes client discrepancies and appeals. However, there may be unique circumstances that occasionally result in a discrepancy review and/or appeal.

Discrepancy Review

After the site assessment, the assessor will prepare and send the assessment report to GBI who will audit, approve, and send it to the client for review. The client is responsible to review the report within two weeks of receipt. If the client concurs with the report or fails to report a discrepancy within the review period, then the score and rating become final. If, within the two week review period, the client identifies any discrepancies that require review, he/she must notify GBI (info@thegbi.org) and the assessor by email. The email must detail all items in question and include all necessary documentation to support his/her claim. The client must also identify the specific information within the documentation that supports his/her position.

Within two weeks of discrepancy notification, the assessor will review the request and supporting documentation to determine if a report amendment is warranted and will respond to the client with the findings. The assessor will notify GBI of the results of the review and subsequent client meeting. If an amended report is needed, the assessor will update the report within one week of the decision and provide it to GBI for audit, approval, and issuance to the client. If the client concurs with the assessor's amended report, the rating and score will become final.

Appeal

If, after a discrepancy review, the client still disagrees with the assessor findings, he/she may submit a formal appeal within one week of notification of the decision or receipt of the amended report, whichever is later.

In the case of a formal appeal, the client must send notification by email to GBI (info@thegbi.org) and the assessor identifying the building name and report type and itemizing the specific criteria under dispute, including the current points assigned and points requested. The email should contain all supporting documentation and an explanation why the point change is warranted. The client bears the burden of proof. Only items included in the original discrepancy review are eligible for appeal.

Within two weeks of receipt of all required information, GBI will review and make a ruling regarding the appeal request. The review may include consultation with the original assessor and an auditing assessor. GBI, in its sole discretion, will make the final determination to grant or deny the appeal and will notify the client of the decision. If, during the review process, the assessor/auditor/GBI identifies items not included in the appeal that are eligible for revision, GBI may elect to update the report, score and rating to include those changes. If the appeal is granted, the original assessor will amend the report within one week of the decision and send it to GBI for audit, approval, and issuance to the client with the final score and rating. If the appeal is denied, the previously issued report, score and rating become final.

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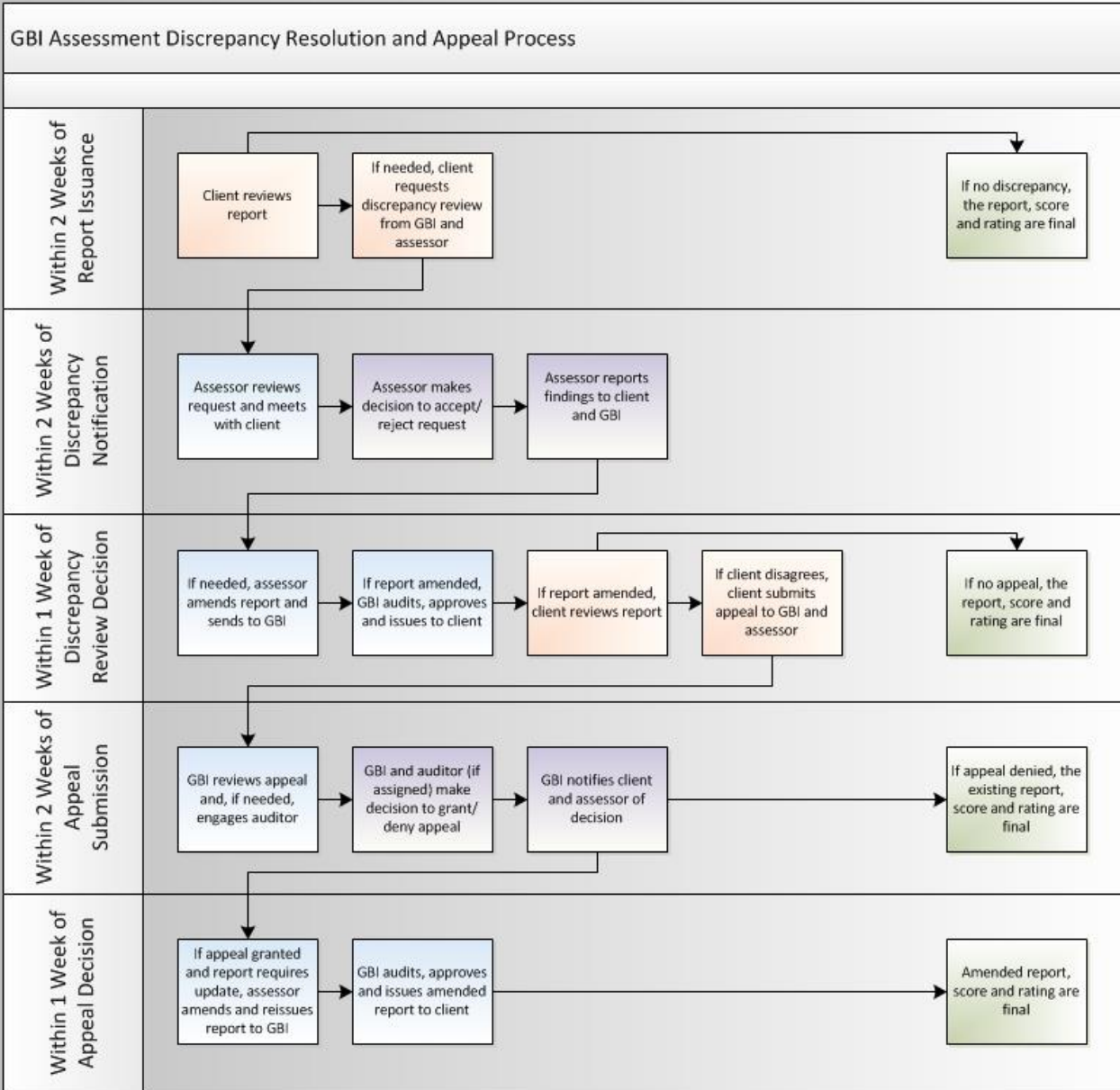
Eligibility

1. Green Globes NC Stage I reports are not eligible for appeal since no certification is issued.
2. Only items included in the original discrepancy review are eligible for appeal.
3. The client must submit a formal appeal with all required items to GBI and the assessor within one week of notification of the discrepancy review decision or receipt of the amended report, whichever is later.
4. GBI may reject frivolous or inconsequential appeals without external audit review (e.g. one or two points that do not materially affect the final Green Globes rating).

Fees

1. During a discrepancy review, GBI may require clients to pay an appeal fee if the requested report revision is deemed substantial and is a result of the client's failure in one of the following areas:
 - a. Providing accurate, timely, and complete documentation
 - b. Providing full access to the facility and personnel
 - c. Cooperating with the assessor prior to his completion of the preliminary reportThe client may elect to accept the current report in lieu of paying the appeal fee to amend the report, rating, and score.
2. GBI must be in receipt of the appeal fee within four weeks of the initial appeal request. Failure to submit payment within that timeframe will constitute an official withdrawal of the appeal.

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Key
 Orange – Client review and decisions
 Blue – GBI/assessor review and report amendment
 Purple – GBI/assessor decisions
 Green – Report, score and rating are final