

What is the Code of Conduct?

Canopy is a Signatory to the Australian Carbon Industry Code of Conduct (the Code) that is administered by the Carbon Market Institute (CMI).

You can find more information about the CMI at:
<https://carbonmarketinstitute.org/code/consumers/>

The Code aims to promote best practice engagement within the Australian carbon farming industry by providing guidance to project developers, agents, aggregators and advisers undertaking carbon projects under the Emission Reduction Fund (ERF) and other voluntary offset schemes.

The Code Administrator ensures that companies that opt to become Signatories to the Code, comply with the requirements through on-going engagement and reviewal processes, including conducting audits and investigating any complaints for breaches.

Due to the regular review of Signatories by the Code Administrator, you can reduce any uncertainty related to the project and/or the scheme, by choosing to partner with a Signatory of the Code.

Canopy as a Code of Conduct Signatory

Becoming a Signatory to the Code is voluntary but demonstrates a commitment to market integrity, consumer protection and best practice interaction with stakeholders.

As a Signatory to the Code, Canopy must conduct business in a professional and ethical manner to a standard set within the Code.

With Canopy as a Signatory to the Code, you can be confident that you are engaging with an organisation that acts with transparency and integrity.

What are my rights if I have a concern or a complaint about Canopy?

If, for any reason, you feel that Canopy have not met the obligations under the Code, there are pathways you can take toward resolution. An escalation pathway, administered by the Code Administrator, is also available to provide confidence in the process.

In the first instance, you are encouraged to raise any concerns or complaints with us directly, either in person or via phone or email, or as part of our survey process. Rest assured, we take any complaints or expressions of dissatisfaction seriously.

As a Signatory to the Code, Canopy must self-report any complaints to the Code Administrator within 10 business days of receipt of complaint.

Once we receive your complaint, we will contact you to acknowledge receipt and advise you of the expected resolution timeframe.

Canopy will investigate your complaint and provide you with an outcome within the resolution timeframe outlined in the initial contact. If more time is required to complete the investigation, we will advise you before the end of the agreed timeframe.

All investigations must be completed within 45 days of receipt of the original complaint.

What if I am not happy with the resolution offered by Canopy?

If you are not satisfied with the outcome of your complaint, or if you believe Canopy have breached the obligations under the Code of Conduct, Canopy will provide you with contact details for the [Code Administrator](#) for escalation.

If a contract is in place, Canopy will also engage the Australian Disputes Centre for mediation.

Additionally, you may also like to raise the complaint with the relevant consumer protection organisation or scheme regulator.

Contact us



In person



0437 629 081



complaints@
canopy.org.au



Feedback
Survey

