

Feedback and Complaints

反馈和投诉

ICIS China Feedback, Disputes and Complaints Policy

ICIS 中国反馈、争论、投诉政策

1. Purpose 目的:

We encourage all our customers to give us as much constructive feedback as possible. While we appreciate compliments, we value complaints just as much. Complaints allow us to identify where we can build improvements into our policies, processes and procedures and help us to address our customers' needs.

我们鼓励所有我们的客户尽可能给我们多的建设性的反馈。感谢赞赏的同时，我们也同时重视投诉建议。投诉可以让我们明确在制度、流程和程序中需要改进和完善的方面，帮助我们解决客户的需求。

2. What is a complaint? 什么是投诉?

We define a complaint as a written expression of dissatisfaction with the standard of our service or products, submitted in line with our complaints policy, and that requires a response.

我们将投诉定义为根据我们的投诉政策，以书面形式提交表达对我们的服务和产品不满并要求作出相应回复。

For example, customers or stakeholders could submit complaints on whether a specific price assessment is representative of market value; proposed price assessment changes; applications of methodology in relation to a specific price assessment; and other assessment decisions in relation to price assessment processes.

例如，客户或利益相关者可以提交以下方面的投诉：具体价格评估是否可以代表市场价值，建议价格评估的改变，与具体价格评估有关的方法论应用以及与价格评估流程相关的其他评估决策。

Complaints with regards to subscription fees would not fall under this complaints policy and would need to be dealt with separately under normal commercial negotiation. This does not affect the consumer rights as prescribed by the territory referenced within the ICIS sales contracts.

有关订阅费用的投诉不属于本投诉政策的范畴，该投诉需要与正常商业谈判区分处理。这并不影响包含在 ICIS 销售合同中根据法律所规定的消费者权利。

3. How to complain 如何投诉

All complaints should be submitted in writing to cc-support@icis.com and should state that they are a complaint in line with the ICIS China complaints process.

所有的投诉都应该通过 cc-support@icis.com 以书面形式提交。同时，应该申明该投诉符合 ICIS 中国的投诉流程。

We encourage all parties to address any complaints to us as soon as possible as this provides the greatest opportunity for ICIS China to respond.

我们鼓励各方尽快提交任何投诉，给 ICIS 中国提供最好的回应的机会。

4. What to include 应包括内容

Please supply us with as much information as possible that relates to your issue. In particular include:

请提供尽可能多关于你的问题和投诉的信息。具体包括：

- **Name(s) of the party or parties involved and preferred contact information.**
所涉各方的名称及联系信息。
- **Details of relevant trade information you would like considered, including particulars such as prices, volumes, terms etc. (if appropriate).**
相关具体的交易信息, 包括如价格、数量、条款等(如果合适)。
- **Details of specific analysis, text, data or other content in dispute.**
具体受争议的分析, 文本或数据或其他内容。
- **Details of any apparent failure by ICIS China staff to adhere to Compliance Policies.**
任何关于 ICIS 中国员工未能遵守合规政策的具体细节。
- **Details of any apparent failure to adhere to published methodologies.**
任何未能符合已发布的价格评估方法的具体细节。
- **Details of any failure in any other aspect of our service.**
任何未遵循其他方面的服务具体情况。
- **Copies of any documents in support of the complaint.**
任何关于投诉的支持性文件的复印件。
- **Details of any previous correspondence held with ICIS China staff on the issue in question.**
对投诉中提到的问题和与 ICIS 中国员工的所有交流细节。

If ICIS China does not receive enough information to progress your complaint, then it will request that you provide more information to enable the investigation to continue. As this is likely to delay the process, we encourage complainants to provide as much information at the beginning of the process as possible.
如果 ICIS 中国没有收到足够的信息, 我们会要求你进一步提供相关信息以确保调查可以继续。为了避免整个调查过程延误, 我们鼓励和建议投诉人在开始的时候就提供尽可能多的信息。

5. Process 过程

All complaints and further correspondence will be logged and all correspondence will be archived on Salesforce for at least 5 years.
所有的投诉和进一步回复都将被记录下来; 所有的记录将在 Salesforce 平台中至少保存 5 年。

Complaints will be investigated fairly, in a timely manner and will be dealt with in confidence.
投诉将会被公平和及时地调查, 同时所有信息将会被保密。

In all cases, an investigation into a complaint will be conducted independently of any personnel who may be involved in the subject of the complaint, or involved in prior discussions of the issue.
在任何情况下, 任何涉及该投诉事件或之前参与该事件讨论的人员不会参与该投诉的调查工作。

Stage 1 阶段1

The Customer Support team will acknowledge receipt of the complaint within two working days and provide contact details for the ICIS China employee tasked with investigating the complaint.
客户服务部会在2个工作日内确认收到投诉, 并提供负责调查该投诉的ICIS中国员工的详细联系方式。

The person responsible for investigating the complaint will provide at least an initial response within 10 working days of receiving the notification from the Customer Support team. If we need more time to provide a detailed response, we will indicate this in the initial response, and provide an interim report on the status of our efforts.

客户服务部负责调查的人在收到通知的 10 天内至少需要提供初步回复。如果我们需要进一步的信息，我们将在初步回复中提出，并且提供一个关于目前状态的中期报告。

All substantial complaints will be immediately escalated to higher levels in the organisation (Stage 2).
所有重大投诉将会被立即上报到更高一级管理层。(阶段 2)

By the end of Stage 1 the complainant will be provided with a detailed written response to their complaint.
在阶段 1 结束前，将会提供一个具体的书面回复给投诉者。

This stage will last no more than 21 days.
此阶段不得超过 21 天。

Stage 2 阶段2

Where the complainant is unhappy with the response from ICIS China and/or when an unresolved complaint is more than 21 days old then the complaint will be escalated to a higher level in the organisation. Typically, in the Information group this will be to the Information Manager.
若投诉人投诉的回复不满意或是任何超过 21 天尚未得到解决的投诉，该投诉将会被上报给更高一级管理层。通常对于信息团队，投诉将会被上报给信息经理。

By the end of Stage 2 the complainant will be provided with a detailed written response to their complaint.
在阶段 2 结束前，将会提供一个具体的书面回复给投诉者。

This stage will last no more than 14 days.
此阶段不得超过 14 天。

Stage 3 阶段3

Where the complainant is unhappy with the response from ICIS China then the complaint will be escalated to the most senior Information manager available. Typically, in the Information group this will be to the Information Director. Where the complaint relates to EU BMR or falls within its authorisation, then notification must be made to ICIS Benchmarking Europe B.V. for resolution.
若投诉人对投诉的回复不满意，该投诉将会被上报给最高级别的信息经理。通常对于信息团队，投诉将会被上报给信息总监。如果投诉与欧盟 BMR 有关或属于其授权范围，则必须通知 ICIS Benchmarking Europe B.V. 进行解决。

By the end of Stage 3 the complainant will be provided with a detailed written response to their complaint and a final confirmed position. At this time, details will be provided of the 'Further Appeal' mechanism.
在阶段 3 结束前，将会提供一个具体的书面回复给投诉者并进行最终情况确认。此时，回复中会提供“进一步上诉”的机制的细节。

This stage will last no more than 14 days.
此阶段不得超过 14 天。

All complaints will be treated in the strictest confidence, but in some circumstances, ICIS China may need to verify details of transactions or trading negotiations with counterparties.
所有投诉将会被严格保密，但在某些情况下，ICIS 中国可能需要验证具体交易细节或是与相关交易方的交易谈判细节。

We are committed to dealing with complaints quickly, but the time required to follow up on complaints can vary on a case-by-case basis.

我们致力于快速处理投诉，然而所需要的时间根据具体情况而定。

6. Action and Response 行动和反馈

Where a complaint relates to an analysis then, if warranted, a public correction will be issued as soon as is practicable in accordance with the ICIS China Corrections Policy and the relevant methodologies.

若投诉涉及分析内容，那么一经授权，会尽快根据 ICIS 中国的更正政策和相关的方法论发布一个公开的更正。

Customers and stakeholders should note that ICIS China Compliance Policies require that the company and its employees will not:

客户和利益相关者应该被告知关于 ICIS 中国合规政策要求，他们的员工将不能：

- disclose sources of information without the agreement of those sources
在没有签署任何许可协议的情况下披露信息来源
- disclose information passed to analysts in confidence
披露在承诺保密的前提下得到的信息
- provide testimony in court or appear as “expert witnesses”
在法庭上提供证词或作为“专家证人”
- allow any third-party review of confidential ICIS China records
允许任何第三方审查 ICIS 中国的机密记录

Please note too that in accordance with its Corrections Policy, ICIS China cannot amend released prices on the basis of “subsequently received” market information: that is, on the basis of information that was not available to analysts at the time of release.

同时，值得注意的是，根据更正政策，ICIS 中国不能基于“随后收到”的市场信息而更正已公布的价格：也就是说，在公布价格前分析师没能得到的信息是不能作为发布更正的理由。

Corrections are issued only in the event that ICIS China management finds that a factual, procedural, methodological, typological, or mathematical error has been made by ICIS China.

只有在 ICIS 中国管理层发现在事实、程序、方法、错别字或是数理造成了错误，更正程序才可以执行。

ICIS China will consider all well-founded requests for changes to its market-reporting methodologies. Where a complaint leads ICIS China to recognise the need for a review of its methodological approach this will be conducted via the ICIS Methodology Consultation Process, which allows for consultation with a wide industry cross-section. Methodologies will not be amended purely in response to a single complaint.

ICIS 中国将考虑所有对于市场报告方法论有根据的更改请求。如果该投诉导致 ICIS 中国承认需要对其的估价方法论进行审阅那么将通过方法论征询流程进行广泛的行业征询，方法论并不会由于一个单独投诉而进行修正。

7. Further appeal 进一步申诉：

In the event that a customer believes their complaint has not been dealt with appropriately a further appeal can be made. Where a further appeal is made ICIS China will refer the complaint to the Risk Compliance Team.

如果客户认为他们的投诉没有得到适当的处理，可以进行进一步申诉。如果提出进一步申诉，ICIS中国将把投诉提交给Risk合规团队。

Please note, however, that the compliance function is responsible for ensuring that the ICIS China information group implements its methodologies and other policies (e.g. corrections) in a consistent and correct manner, and has no jurisdiction over the content of the methodologies themselves, nor any power to make methodology changes.

值得注意的是，合规部主要的职责是确保 ICIS 中国信息团队执行它的方法论和其他政策（例如，更正政策）并且其执行是一致和正确的，但是没有权力决定或改变评估方法论的内容和运用。

The Compliance Team may advise any ICIS China business unit to reconsider its response.

合规部可以建议ICIS中国业务部门重新考虑其对投诉的回复。

8. Disputes as to daily pricing determinations, which are not formal complaints关于日常价格决定的争论，为非正式投诉

Disputes as to routine pricing determinations, which are not formal complaints, shall be resolved by ICIS China following the same general standards as a complaint. Where such a dispute cannot be resolved during the initial contact then the complainant will be referred to the complaints process.

关于常规定价的争议，不属于正式投诉，应由ICIS中国按照投诉政策的标准处理原则解决。如果这种争议无法在初次联系时得到解决，那么应将投诉流程告知投诉人。

9. Signposting方针

All ICIS China staff should be sensitive to a customer's or market participant's wish to complain about the service they receive and should assist them to understand the process for doing so. This includes informing them of the ICIS Complaints Process and Policy and its published location.

所有ICIS中国员工应该对于客户或是市场参与者关于提供服务的投诉的期望保持敏感并应该协助他们去了解公司流程。包括告知他们ICIS中国投诉流程和政策以及政策发布位置。

10. Filing of documentation 文件归档

ICIS will retain all documentation about the complaint, including a note on the resolution, for at least five years.

ICIS将保留所有与投诉有关的文件，包括关于解决方案的记录，文件将会保存至少5年。

11. Complaints Covered by EU BMR 欧盟BMR所涵盖的投诉

All complaints, irrespective of level or resolution, must be reported to ICIS Benchmarking Europe B.V. on a quarterly basis by the ICIS Information Director.

所有投诉，无论级别高低或解决方案如何，都必须由ICIS信息总监每季度向ICIS Benchmarking Europe B.V. 报告一次。