

COMPLAINTS AND APPEALS SYSTEM

WHAT IT IS

The Complaints System is a fair, transparent and impartial process to duly **handle and address complaints against RSPO members**.

WHAT IT IS NOT

It is **not** intended as a **replacement** for legal requirements and mechanisms in force.

PURPOSE OF THE COMPLAINTS SYSTEM

01

Provides a framework and mechanism for RSPO to address complaints against any RSPO members

02

Ensures that any alleged breaches of specific RSPO Key Documents, are fairly, impartially and transparently resolved

03

Protects RSPO's integrity.

CAN BE USED BY



RSPO members



Non-members including affected communities (and their nominated representative), workers and/or other interested parties.

COMPLAINTS AND APPEALS PROCEDURES

How to file a Complaint



Submit complaint
online



Fill up downloaded
form

Transparency should be the rule, confidentiality the exception. Some information **can be kept confidential** if the complainant is **fearful of any repercussions** of making a complaint.

Information should be presented in a neutral way, preventing judgement or favouring any of the parties.

Complaint Procedure

STEP 01

Submission of complaint

Initial diagnosis is 30 working days after submission. If rejected, re-submit complaint.

STEP 02

Complaint accepted

Dispute could be resolved through mediation or bilateral engagement or go straight to complaints panel to be investigated.

At this stage, case is closed if mediation or bilateral engagement resolved the complaint

STEP 03

Investigation

- 1. Refer to other RSPO panels
- 2. Refer to certification body
- 3. External verification

This is to see if there is a breach of RSPO key documents

STEP 04

Is there a breach?

If there isn't, the case is closed. But if breaches were found, complaints panel will instruct RSPO member to do corrective action. Other possibility includes sanctions, warnings, suspension or termination.

Case is closed after 60 working days once decision is made and if there is no appeal



STEP 05

Either party not satisfied

Appeal must be lodged within 60 working days upon receipt of the complaint panel's decision

Appeal Procedure

STEP
01

Appeal lodged

Must within 60 working days upon receipt of complaint panel's decision



STEP
02

Appeal panel constituted

This must be set up within 30 working days upon lodging of appeal



STEP
03

Notification

Secretariat will deliver the appeal to parties involved



STEP
04

Deliberation of appeal

The appeal panel will make a decision within 45 working days upon the appeal panel constitution.



Case is closed after the appeal panel made a decision



STEP
05

IMU

If appeal was accepted, the case is handed over to the Investigation and Monitoring Unit (IMU)

