



DSF Procedures



Lodging a complaint with RSPO

- Lodge complaints at RSPO Complaints Desk
- Desk acknowledge within 5 working days

Initial diagnosis by the Complaints Desk

- Acceptance or rejection within 30 working days
- If accepted, RSPO member to respond within 14 working days
- If parties decide to resolve through DSF, Complaints Desk transfer case to the DSF



DSF Mediation Process

- Appointment of DSF mediation team – DSF mediator will be the de facto process manager
- DSF Intake: DSF engages with parties and stakeholders including an initial site visit to meet local community to understand the issues
- Both parties to sign DSF Mediation Process Agreement, the contents which will be discussed & agreed
- Process terminated if parties unable to reach agreement, and DSF to notify Complaints Desk who would notify Complaints Panel to take necessary action
- No fixed timeline for DSF Mediation
- DSF will post Progress Report at least once every 3 months on its webpages
- Any settlement will be monitored by the Investigation and Monitoring Unit (IMU)
- The cost of DSF Mediation is covered by the parties on the Complaint but if unable to commit their full share of costs could ask for support from DSF Trust Fund

Reporting and Accountability

- DSF to issue progress settlement and termination report which then compiled in annual report
- DSF also make internal reports to Complaints Desk, RSPO Board of Governors
- DSF will consult internally within DSF, Complaints Desk and Complaint Panel to share lesson learned & insights gained while maintaining confidentiality



Communication and Collaboration

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