Roles and Responsibilities

About the Complaints and Appeals Panels

The Complaints and Appeals Panels consist of RSPO members acting in their individual capacity. Anonymity is maintained throughout the proceedings.



- Manage investigation proceedings
- **Dismiss, adjourn**, or **reopen** a complaint
- Consolidate overlapping complaints against the same Respondent
- **Impose** sanctions following the conclusion of investigations
- Direct the Secretariat to take urgent action or issue interim measures if they discover particularly severe abuses such as threats against human rights defenders, violence, or environmental destruction in the course of

the investigation

All panel members must confirm that they do not have a conflict of interest with either Party to a complaint, and sign a non-disclosure agreement.

Complainants' and Respondents' Responsibilities

Reaching a fair resolution in a timely manner requires commitment and the exercise of good faith from all Parties.

Alternative Methods of Dispute Resolution

Bilateral Engagement

Some complaints can be resolved bilaterally, through direct dialogue between Parties.

This can involve Parties accessing the Company's own internal procedures.



Mediation

At Parties' request, the RSPO's Dispute Settlement Facility (DSF) facilitates third-party mediation. Both Parties agree on the terms of mediation, and the Secretariat provides relevant information to facilitate the mediation process. Through mediation, both Parties outline options, negotiate, and reach a mutually acceptable resolution.



The RSPO is an international non-profit organisation formed in 2004 with the objective to promote the growth and use of sustainable oil palm products through credible global standards and engagement of stakeholders.

www.rspo.org



Tracking Complaint Progress

All RSPO complaints are made publicly available on the RSPO website. Progress on complaint resolution can be tracked on the **Case Tracker**.

For further information, consult **rspo.org** or contact **complaints@rspo.org**.

ROUNDTABLE ON SUSTAINABLE PALM OIL

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RSPO COMPLAINTS AND APPEALS PROCEDURES

A fair, transparent and impartial process to address complaints against RSPO members



About RSPO

The Roundtable on Sustainable Palm Oil (RSPO) is a not-for-profit, international membership organisation that unites stakeholders from the 7 sectors of the palm oil industry to develop and implement global standards for sustainable palm oil

Purpose of the RSPO Complaints and Appeals Procedures

Guided by the principles of accessibility, efficiency, impartiality, accountability and *independence*, the RSPO Complaints and Appeals Procedures outline the necessary steps for handling complaints and appeals. They complement legal mechanisms, providing an alternative channel to address violations of RSPO's standards, procedures, and codes, as established in its Key Documents.

COMPLAINTS AND APPEALS PROCEDURES



A complaint can be withdrawn at any time, but the Complaints Panel may still proceed at their discretion.



SUBMITTING A COMPLAINT

Submit a complaint online or download the Complaints Form from the RSPO website.

The Complaints Form can be found on the RSPO website and can be submitted to the RSPO Secretariat:

RSPO Complaints complaints@rspo.org

Kuala Lumpur or Jakarta RSPO offices

•••• Resubmit with additional information ••• Complaint rejected

(complaint reviewed by RSPO Secretariat)

The RSPO Secretariat will conduct an inital assessment within 30 working days to determine whether the allegations, if proven true, would be a breach of any RSPO key documents.

INITIAL DIAGNOSIS

Complaint accepted

The Secretariat may request clarification or additional information / documentation to make this assessment.

COMPLAINTS PANEL CONSTITUTED





If a complaint is accepted, the Secretariat notifies all Parties of next steps. Parties may also choose to avail themselves to proceed with mediation via Dispute Settlement Facility (DSF), or through bilateral engagement.

If the complaint is against an RSPO certified facility, the case is referred to the Certification and/or Accreditation body.

COMPLAINTS PANEL DECISION

After investigation, the Panel deliberates and delivers a decision within 60 working days.

Breach of RSPO Key Documents

Warning

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- Sanctions may include: Corrective action
- Suspension or termination of RSPO membership

No Breach



COMPLAINTS PANEL INVESTIGATION ←

Investigations may include:

- Referral to other RSPO panels, standing committees, or the Certification or **Accreditation Bodies**
- Conducting site visits and interviews
- Holding oral hearings, private meetings, or conference calls; and/or
- Requesting written statements from relevant stakeholders
- Legal reviews



NOTICE OF APPEAL LODGED

A dissatisfied party may file a Notice of Appeal within 60 working days.

APPEALS PANEL CONSTITUTED WITHIN 30 **WORKING DAYS**

APPEALS PANEL **REVIEW AND** INVESTIGATION APPEALS PANEL **DECISION WITHIN 45 WORKING** DAYS FROM CONSTITUTION





TRANSFERRED TO **INVESTIGATION AND MONITORING UNIT**

The Investigation and Monitoring Unit (IMU) will monitor implementation and ensure compliance of the decision.

