

COMPLAINTS AND GRIEVANCES PROCEDURE

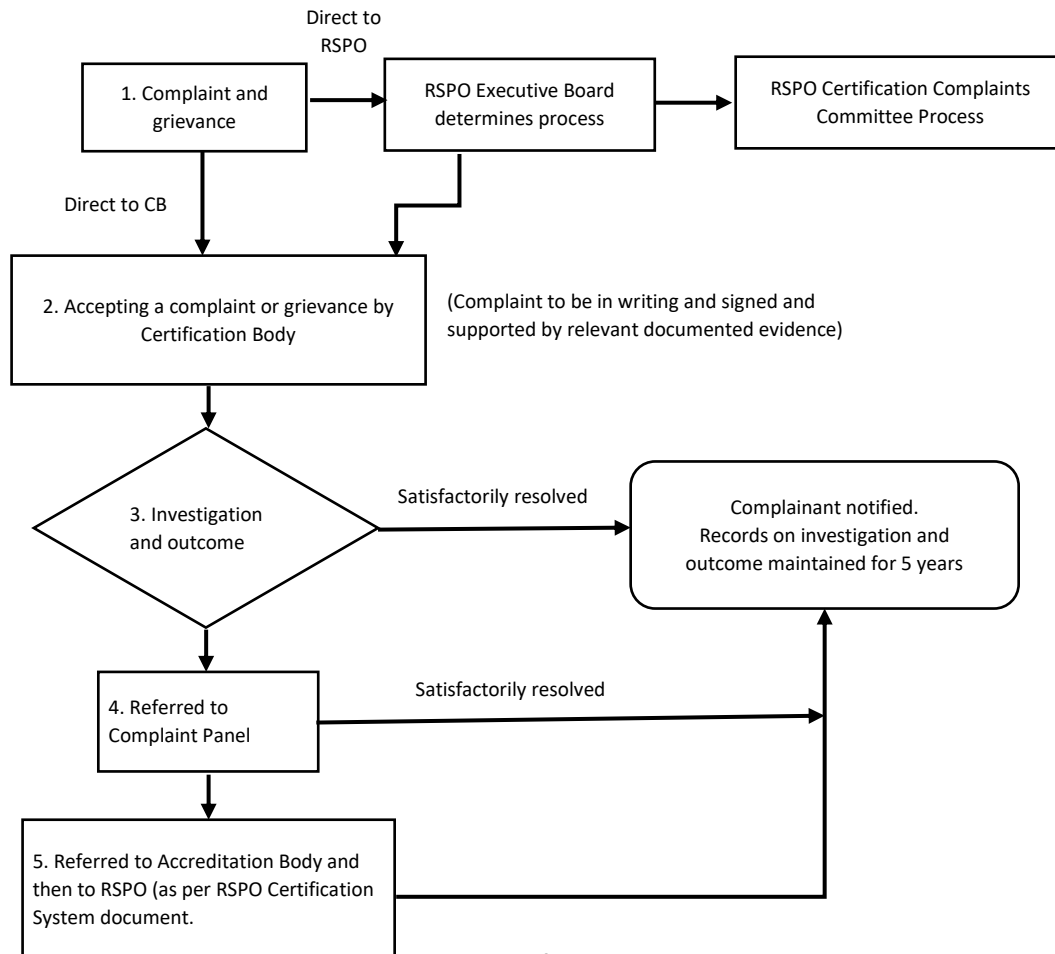
1. Purpose

To provide a method for managing all RSPO related complaints and grievances.

2. Scope

This procedure covers complaints and grievances submitted by any interested party, where the interested party has a legitimate interest in, or is directly affected by, the operations of the organization which has been assessed for compliance against the RSPO Principles & Criteria or by the certification decision. This includes complaints relating to the process and the outcome of a certification assessment or concerning other aspects relating to implementation of the RSPO Certification Systems document for P&C. **Appeal by a certified or applicant organization against any decision of Intertek related to its certification status shall be handled in accordance with the mechanism in RSPO-OP-09-01 Appeals Procedure.**

3. Process Flow Chart



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4. Procedure

Process	By Whom	Details
<p>1. Complaint or grievance made directly to the Certification Body (CB) or RSPO.</p>	<p>RSPO Program Manager and/or Head of Certification or General Manager</p>	<p>ICI - RSPO Scheme Management shall ensure that procedures for handling complaints and grievances are maintained at the Intertek website. Currently at: http://www.intertek.com/food/rspo-certification-malaysia/</p> <p>A complaint or grievance that is made directly to the Certification Body (CB) will be handled in accordance with the process steps in this procedure, which will include subsequent referral to the Accreditation body (AB) and then to RSPO, if the complainant remains unsatisfied by the outcome. (Refer to RSPO Certification Systems document, latest version).</p> <p>ICI shall notify the AB and RSPO within 7 days if a complaint is received from any RSPO stakeholders concerning its competency or concerning the outcome or implementation of a certification assessment that it conducted.</p> <p>ICI shall seek resolution of complaints within 60 days. Should ICI fail to resolve a complaint within that timeframe, it shall inform the AB immediately. Furthermore, ICI will inform the complainant about the AB Complaints Procedure which is available on the AB’s website.</p> <p>If the complaint refers to the conditions of RSPO membership, ICI shall inform the RSPO Secretariat if a resolution was not achieved within 60 days.</p>
<p>2. Accepting a complaint or grievance By CB.</p>	<p>RSPO Program Manager and/or Head of Certification or General Manager</p>	<p>All complaints received from clients or other interested parties relating to the RSPO P&C Certification System (latest version) shall be in writing and signed by the complainant and supported by relevant documented evidence.</p>
<p>3. Investigation and outcome of the complaint.</p>	<p>RSPO Program Manager and/or Head of Certification or General Manager</p>	<p>The Scheme Management Team member (comprising: RSPO Program Manager and/or Head of Certification or General Manager) shall undertake an investigation of the complaint by review of the relevant records and/or direct contact with the complainant to determine the validity of the complaint and resolve the problem. Where necessary, a visit may be arranged to investigate the extent of the problem and corrective action(s) which have to be taken.</p>

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		<p>The Scheme Management team shall ensure that the complainant is kept informed in writing of the outcome of the complaint and satisfied with the resolution of the complaint.</p> <p>All records referring to the investigation and outcome shall be maintained on file for a minimum period of 5 years.</p> <p>The CB shall not make any verification or clarification statement public regarding the outcome of the investigation on the complaint of their certified client.</p>
4. Complainant unsatisfied - complaint referred to Complaints Panel	Complaint Panel, CGC, Head of Certification and/or RSPO Program Manager or designate Competent person	<p>If the complainant remains unsatisfied by the outcome, then the complaint shall be referred to an independent and impartial Complaints Panel (CP) consisting of at least three persons drawn from the members of the Certification Governing Council (CGC). The Chairman of the CGC shall be the Chairman of the 3-members CP. If he is unavailable or has a conflict of interest, then he shall appoint another member of the CGC as the Chairman of the CP. The Head of Certification and/or RSPO Program Manager or designate, will be the Secretary to the CP and is a non-voting member. He will examine that the composition of the CP satisfies the requirements of RSPO and requirements for impartiality and no conflict of interest. The decision of the CP shall be unanimous but in case of a need for voting, a simple majority shall suffice. The Head of Certification and/or RSPO Program Manager or designate shall prepare appropriate documentation related to the complaint or grievance, including the response and corrective action taken. The documentation for reviewing by CP is as follows:</p> <ol style="list-style-type: none"> 1) Copy of Complaints and Grievances Record, including the valid supported evidences. 2) Documentation supporting the decision. <p>The Scheme Management Team shall ensure that the complainant is kept informed in writing of the outcome of the complaint and satisfied with the resolution of the complaint.</p>
5. Complainant unsatisfied - complaint referred to the AB and then to RSPO	RSPO Program Manager and/or Head of Certification or General Manager	<p>If the complainant remains unsatisfied by the outcome, then the complaints and grievances will be formally submitted to the Accreditation Body and then to RSPO. The complainant shall be informed accordingly.</p> <p>All records referring to the investigation and outcome shall be maintained on file for a minimum period of five years.</p>

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5. Documentation

Reference	Title
RSPO Certification Systems for Principles and Criteria (P&C)	RSPO Certification Systems for P&C (latest version)
RSPO Certification Standards for Principles and Criteria	RSPO Certification Standards for Principles and Criteria (latest version)
RSPO Supply Chain Certification Systems	RSPO Certification Systems for SCC (latest version)
RSPO Supply Chain Certification Standards	RSPO Certification Standards for SCC (latest version)

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Revision Log			
Issue No.	Revision No.	Description of change	Release date
1	0	Initial Release	08 Feb 2012
1	1	Change to procedure title and complete revision of procedure	01 Aug 2013
1	2	Changes to address: RSPO Certification System, RSPO SC (Jun 2017)	01 Jan 2018
1	3	Intertek company Logo changes	01 July 2019
1	4	Changes to address: RSPO Certification System, RSPO SC (Nov 2020)	01 April 2021