

<b>Complaints and Grievances Procedure</b>			
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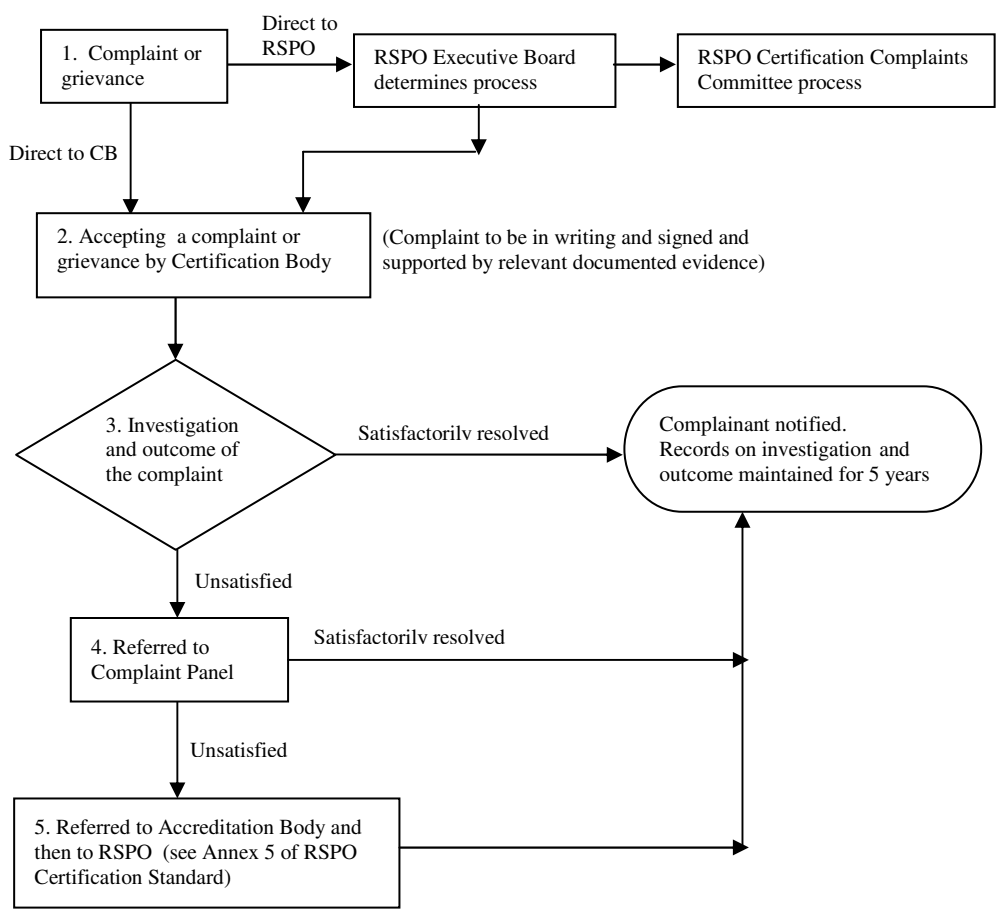
**1. Purpose**

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. 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
1. Complaint or grievance made directly to the Certification Body (CB) or RSPO.	RSPO Program Manager	<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, and then to RSPO, if the complainant remains <b>unsatisfied</b> by the outcome),</p> <p>A complaint or grievance that is made directly to the RSPO Executive Board may be routed to the certification body for resolution according to its complaints and grievances mechanism, or referred directly to the RSPO Certification Complaints Committee (see Annex 5 of RSPO Certification Systems Standard)..</p>
2. Accepting a complaint or grievance By CB.	RSPO Program Manager and/or General Manager	All complaints received from clients or other interested parties relating to the RSPO P&C Certification System (always updated version) shall be in writing and signed by the complainant and supported by relevant documented evidence.
3. Investigation and outcome of the complaint.	RSPO Program Manager and/or General Manager	<p>The RSPO Program Manager and/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> <p>The RSPO Program Manager 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 five years.</p>
4. Complainant unsatisfied - complaint referred to Complaints Panel	Complaint Panel, CGC, RSPO Program Manager	<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.</p> <p>The RSPO Program Manager 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</p>

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		<p>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.</p> <p>The RSPO Program Manager 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"> <li>1) Copy of Complaints and Grievances Record, including the valid supported evidences.</li> <li>2) Documentation supporting the decision.</li> </ol> <p>The RSPO Program Manager 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 Accreditation Body and then to RSPO		<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>

### 5. Documentation

Reference	Title
Annex 5	RSPO Certification Systems Standard (latest version)
RSPO Principles and Criteria	RSPO Principles and Criteria for Sustainable Palm Oil Production (latest version)

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