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.



SUBMISSION OF COMPLAINT

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

The Complaints Form can be submitted to the RSPO Secretariat via:

complaints@rspo.org

Kuala Lumpur or Jakarta RSPO offices

INITIAL DIAGNOSIS — Complaint accepted

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

* • • • • • • > Complaint rejected

COMPLAINTS PANEL CONSTITUTED





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 complaint is referred to the Certification Body.



COMPLAINTS PANEL DECISION

Breach of RSPO Key Documents Sanctions may include

- - Corrective action Warning
 - Suspension or termination of RSPO membership

No Breach



No appeal submitted after 60 working days

NOTICE OF APPEALS PANEL APPEAL LODGED

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

WORKING DAYS

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

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
- Requesting written statements from relevant stakeholders; and/or
- Legal reviews

POST-COMPLAINT'S

MONITORING

Note: The Complaints Panel shall manage the conduct of the investigations and determine the most suitable way to hear arguments from the Parties to the Complaint (in line with Section 7.1.1 of the Complaints and Appeals Procedures 2017).





Monitor the implementation and ensure compliance of the CP's decision.

Note: Post-Complaint's Monitoring is applicable when the CP's final decision includes directives and/or corrective actions that are to be monitored by the Secretariat.

