

Complaints Panel Meeting – (European Roundtable)

Minutes of the Meeting

Date	15 June 2017	Location	Melia Hotel, London
Time	9:00am – 5:00pm (London)	Meeting Type	Complaints Panel Meeting
Attendance	<ol style="list-style-type: none"> 1. Henry Barlow (CCP) 2. Frazer Lanier (FL) 3. Sabarinah Marzuki (SM) 4. Lim Sian Choo (LSC) 5. Priya Gopalan (PG) 6. Michelle Desillet (MD) 7. Melizel Asuncion (MA) 8. Lanash Thanda (LT) 9. Robert Kruger (RKG). 10. Oi Soo Chin (OSC, RSPO) 11. Wathshlah Naidu (WN, RSPO) 12. Izzati Rahman (IR, RSPO) <p>Absent with apologies:</p> <ol style="list-style-type: none"> 1. Matthias Diemer 2. Marieke Leegwater (ML) 3. Tom Mclaughlin (TM) 4. John Payne (JP) 		

Note:

- **The 15 June 2017 meeting focused on general matters related to the Complaints system. Complaints case discussions were limited to specific updates only.**
- **A separate meeting was held on 14 June 2017 to discuss the revised Complaints and Appeals Procedures and the draft Interpretive Guidelines.**

Agenda items

#	List of Agenda item
1	<ol style="list-style-type: none"> 1. Case Update <ol style="list-style-type: none"> 1.1 Nabire Baru 1.2 Sime Darby 1.3 Extractora La Gloria 1.4 4 Wilmar Cases 1.5 IOI Ketapang 1.6 IOI Pelita 1.7 Poligrow
2.	Appointment of Co-Chair
3.	Expansion of Panel

	<ul style="list-style-type: none"> a. Regional representation b. Sectoral representation c. Criteria
4.	P & C Review
5.	Planning the next Roundtable (27 – 29 November 2017; GRAND HYATT Hotel Bali)
6.	SOPs and templates
7.	Lessons learnt and some reflection

Notes and information

AGENDA ITEM	DISCUSSION	ACTION
1	Update on Cases	
	1.1 Goodhope/PT Nabire Baru The prerequisites to Goodhope’s request to construct a mill at Nabire Baru was discussed by the Complaints Panel.	Secretariat to send CP’s letter to Goodhope
	1.2 Sime Darby CP was updated on the PT MAS/Sime Darby case being transferred from DSF to the Complaints Panel.	
	1.3 Extractora La Gloria Secretariat updated CP on the meeting with the GM of Extractora La Gloria.	The Company to revert with the action plan with timeline to implement the Constitutional Court decision
	1.4 4 Wilmar Cases (Sampit, Kalimantan) Three (3) villages did not able to submit the required information within the stipulated timeframe.	Decision: The following cases to be dismissed: <ul style="list-style-type: none"> i. PT BSK II/Wilmar International Ltd. (Village Pantap) ii. PT KKPS II & III/Wilmar International Ltd (Village Tangar) iii. PT Mustika Sembuluh/Wilmar International Ltd. (Village Pd Damar)

	<p>1.5 IOI Pelita</p> <p>Secretariat updated the CP on the meeting with IOI on 12 June 2017. A joint field visit is planned by IOI/Grassroots to the 7 communities affected by the IOI-Pelita plantation on 3 – 7 July 2017.</p>	<p>CP decided to appoint a Panel member and a representative from the Secretariat to join the field visit as an observer.</p>
	<p>1.6 Poligrow</p> <p>Secretariat updated the CP on the meeting with Poligrow board members.</p>	<p>CP to deliver decision based on the findings in the report.</p>
2.	<p>Appointment of Co-Chair</p> <p>2.1 The Terms of Reference for the Co-chair was discussed and endorsed by the Complaints Panel.</p> <p>2.3 Nominations were received and a vote will be called for as soon as the nomination is closed.</p>	
3.	<p>Expansion of the Complaints and Appeals Panel</p> <p>3.1 It was agreed by the CP that the expansion of the Panel will be on the basis of:</p> <ul style="list-style-type: none"> a. Regional representation b. Sectoral representation c. Specific Criterias <p>3.2 Specific criteria were agreed upon and a call for applications will be sent out in September 2017.</p> <p>3.3 Screening/Selection Committee to be formed to:</p> <ul style="list-style-type: none"> a. Short list candidates b. Conduct interviews c. Consider wait-list <p>3.4 The Appeals Panel will also be expanded.</p>	
4.	<p>P & C Review</p> <p>4.1 The Complaints Panel was provided with an update on the P&C Review Task Force plans.</p> <p>4.2 The Complaints Panel agreed to provide comments and recommendations on the basis of their experience and challenges in interpreting and applying the P&C.</p>	<p>Complaints Panel to have a meeting to deliberate and provide comments and recommendations to the Task Force on P&C review.</p>
5.	<p>Plans for the 15th Roundtable (28 – 30 November 2017; GRAND HYATT Hotel Bali)</p> <p>5.1 Activities and plans were discussed and proposed.</p>	<p>Secretariat to follow up on the RT15 plans</p>
6.	<p>Standard Operating Procedures (SOPs) and Template</p>	

	<p>6.1 The draft outline of the SOP was discussed.</p> <p>6.2 Secretariat to revise the outline on the basis of the discussion and feedback from the CP.</p>	
7.	<p>Lessons Learnt and Reflections</p> <p>7.1 CP discussed the need to reflect on the impact of specific decisions on sustainability and improved standards of the members;</p> <p>7.2 It was agreed that outreach plans will include socialisation of the new procedures to those along the supply chain;</p> <p>7.4 It was agreed that KPIs will be developed for the CP.</p>	