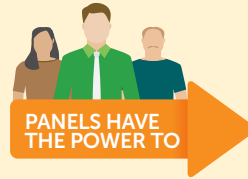


## Roles and Responsibilities

### 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](http://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](http://rspo.org) or contact [complaints@rspo.org](mailto:complaints@rspo.org).

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**RSPO** | 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



# GUIDING PRINCIPLES

Impartiality, Independence, Accountability, Efficiency, Accessibility

## 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

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A complaint can be withdrawn at any time, but the Complaints Panel may still proceed at their discretion.

