

## COMPLAINTS FORM

The Roundtable on Sustainable Palm Oil (RSPO) is a not-for profit Association that has been established with the Vision of “**Transforming the market to make sustainable palm oil the norm.**” The RSPO Secretariat is responsible for administration and management of the activities of the RSPO in pursuit of this Vision.

While addressing sustainability challenges, not all situations follow standardized approaches and reach undisputed outcomes. This may lead to conflicting perceptions by different stakeholders, resulting in complaints which are addressed to the RSPO for resolution. **RSPO focuses on bilateral dialogue as the means to address and resolve complaints and grievances.**

In respect of any complaint, the form below must be filled up and submitted to the RSPO Secretariat.

### PART A - COMPLAINANT DETAILS

1. Name of individual or organization	
2. Name of contact person	
3. Occupation / Position	
4. CONTACT DETAILS Postal address	
5. Email address & skype ID (if any)	
6. Phone number	BUSINESS:  MOBILE:
7. Fax Number	
8. Preferred language (please tick ✓ on your option)	<input type="checkbox"/> English Language <input type="checkbox"/> Bahasa Indonesia <input type="checkbox"/> Bahasa Malaysia <input type="checkbox"/> Others, please specify .....
9. Website	http://
10. Are you a member of RSPO or any of its voluntary groups e.g. Complaints Panel, Working Group, Task Force (please tick ✓ on your option)	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please specify .....

<p>11. Do you need any particular type of support in the complaint process <i>(please tick ✓ on your option)</i></p>	<p><input type="checkbox"/> Translation and interpretation</p> <p><input type="checkbox"/> Communication with female staff</p> <p><input type="checkbox"/> Protection of identity from RSPO member (in case of safety concerns)</p> <p><input type="checkbox"/> Assistance with verification of the complaint (specify below)</p> <p><input type="checkbox"/> Information or capacity building about the Complaints System</p> <p><input type="checkbox"/> Others, please specify .....</p> <p>Remarks: .....</p> <p>.....</p>
<p>12. Please indicate on whose behalf you are submitting this complaint. <i>(please tick ✓ on your option)</i></p>	<p><input type="checkbox"/> Myself / My organization (specify below)</p> <p><input type="checkbox"/> Another individual or group of individuals (specify below)</p> <p><input type="checkbox"/> Village (specify below)</p> <p><input type="checkbox"/> Community (specify below)</p> <p><input type="checkbox"/> Others, please specify</p> <p>.....</p> <p>.....</p>
<p>13. If you are submitting the complaint on behalf of or jointly with other individuals, village, community or organizations, please provide the necessary documentary evidence. This should include proof of adequate process, consultation and agreement.</p>	<p>Please specify your role as the main complainant (e.g. liaising with communities, technical assistance, etc.)</p> <p>.....</p> <p>.....</p> <p>Names of individuals/organization and their roles as co-complainant:</p> <p>.....</p> <p>.....</p> <p>.....</p>

	<p>Primary contact person: .....</p> <p>Postal address: .....</p> <p>.....</p> <p>Email address: .....</p> <p>Phone number: .....</p>
--	---

<p>14. Are you being assisted by someone else who is not a party to the complaint; i.e. a legal representative, a non-governmental organization, a community development organization? <i>(please tick ✓ on your option)</i></p>	<p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, please specify:</p> <p>Name of organization: .....</p> <p>Contact person: .....</p> <p>Postal address: .....</p> <p>.....</p> <p>Email address: .....</p> <p>Phone number: .....</p>
--	--

**PART B - DETAILS OF THE RSPO MEMBER AGAINST WHOM THE COMPLAINT IS SUBMITTED**

15. Name of RSPO Member / Parent company (mandatory) / Name of operating unit	
16. Name of contact person (optional)	
17. Occupation/ Position	
18. Contact Details Postal address	
19. Email address & Skype ID (if any)	
20. Phone number	
21. Fax Number	
22. Date of certification (if any)	

23. Other details that may identify the RSPO member	
---	--

**PART C – COMPLAINT DETAILS**

24. Date of submission (DD/MM/YYYY)	
-------------------------------------	--

25. Address and Location of complaint <i>(please provide the district name, map and/or GPS coordinates, if possible)</i>	
--	--

26. Provide a summary of the complaint with key facts/issues in a chronological order.	
--	--

27. Specify which part of RSPO Principles and Criteria, RSPO Code of Conduct, or any other Certification and Supply Chain rules has been violated.	Please provide details, if possible.
--	--------------------------------------

28. Please describe the actions taken by you/your organization to resolve the issues with the RSPO member, if any.	<p>Please provide a time line of steps taken to-date, indicating specific dates, locations and people present, responses received, etc.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
--	--

29. List of other person(s)/organization(s) contacted by you/your organization in an attempt to settle the issues. Please provide any relevant documents.	
---	--

30. List of evidence attached with this form (e.g. maps, videos, audio recordings, reports, photographs, documents).	
31. Please state the desired outcome of the complaint(s).	

## PART D – STATEMENT OF GOOD FAITH

In submitting this complaint, I/we:

1. Fully understand and agree that the RSPO Secretariat will handle this complaint in accordance with the Complaints Systems components and the Complaints Procedure Flowchart.
2. Agree to have the RSPO Secretariat share the complaint with the RSPO member(s) concerned, subject to the request for protection of identity.
3. Agree to engage in the complaints process in good faith and to abide by the Code of Conduct for Complaints.
4. Confirm that the information provided above is to the best of my/our knowledge true.

Thank you.

Yours sincerely,

.....

(Signature or thumbprint)

Please email your complaints to: [complaints@rspo.org](mailto:complaints@rspo.org)

Or mail/fax it to

**RSPO Secretariat Sdn Bhd**

Unit 13A-1, Level 13A, Menara Etiqa No.3, Jln Bangsar Utama 1,  
59000 Kuala Lumpur, Malaysia  
Tel: +603-2201 4646 Fax: +603-22020527

**Regional Representative Office of RSPO Secretariat Sdn. Bhd**

Sona Topas Tower, 16th Floor, Jalan Jenderal Sudirman Kav. 28, Karet,  
Setiabudi, Jakarta Selatan, Indonesia 12920  
Tel: +62 21 2506 417 Fax: +62 21 2506 418

## COMPLAINTS SUBMISSION CHECKLIST

Please complete this checklist prior to submitting your complaint. (Please tick ✓ on your option)

<p>1. Details of Complainant</p>	<p><input type="checkbox"/> Name</p> <p><input type="checkbox"/> Postal address</p> <p><input type="checkbox"/> Email address</p> <p><input type="checkbox"/> Name of legal representative, NGO, community development organization</p>
<p>2. Details of RSPO member</p>	<p><input type="checkbox"/> Name</p> <p><input type="checkbox"/> Postal address</p> <p><input type="checkbox"/> Phone number</p> <p><input type="checkbox"/> Email address</p>
<p>3. Evidence (please tick ✓ where applicable)</p>	<p><input type="checkbox"/> Complaints Form</p> <p><input type="checkbox"/> Summary and chronology of events</p> <p><input type="checkbox"/> Maps, location coordinates</p> <p><input type="checkbox"/> Photographs, video, oral recordings</p> <p><input type="checkbox"/> Permits, land titles</p> <p><input type="checkbox"/> Concession agreement</p> <p><input type="checkbox"/> Police report, Complaint letters to government departments and company</p> <p><input type="checkbox"/> HCV reports, other relevant studies</p> <p><input type="checkbox"/> Any other supporting documents</p>
<p>4. Assistance, Confidentiality and Undertaking (please tick ✓ where applicable)</p>	<p><input type="checkbox"/> Assistance needed</p> <p><input type="checkbox"/> Confidentiality and protection of identity needed</p> <p><input type="checkbox"/> Code of Conduct for Complaints signed</p>

## CODE OF CONDUCT FOR COMPLAINTS

### **Introduction**

The Roundtable on Sustainable Palm Oil (hereafter RSPO) is committed to ensure that all complaints are treated, fairly and in a transparent manner to ensure that the solutions reached are acceptable to all stakeholders. In order to facilitate the RSPO to reach such a solution, it requires that both parties to a complaint observe ethical behavior that accelerates the resolution process. Therefore, it is of the utmost importance that parties to a complaint adhere to this Code of Conduct.

All members and complainants are expected to read, understand and subsequently apply the standards of conduct outlined herein.

### **Good faith and timeliness**

All complainants and members of the RSPO who are the parties to a complaint shall at all times behave in good faith and refrain from making statements prejudicial to the settlement of the complaint pending the investigation and resolution by the RSPO and the Complaints Panel. All parties to a complaint are required to attend to all information request in a timely manner and inform the RSPO and the Complaints Panel where they foresee a delay in submitting such requested information.

### **Monetary Gain**

No parties to a complaint shall solicit any sort of business or economic opportunities from a member of the RSPO, who is the subject matter of a complaint. If a member is approached by any parties to a complaint which such a proposal, then the member shall inform the RSPO of the same immediately. All such details as reported by any party shall held in confidence by the RSPO. Sanctions can be considered by the Complaints Panel if the party is found to be in breach of this Code of Conduct.

### **Public Statements**

If any party to a complaint intends to make a public statement in relations to a pending complaint, that statement must be shared with the RSPO and the Complaints Panel prior to its publication. This is intended to prevent any prejudicial statements that could possibly harm the on-going investigation and resolution of a complaint. All parties to a complaint are encouraged to refrain from making such statement until the complaint has been deliberated by the RSPO Complaints Panel.

### **Cooperation**

All parties to a complaint shall upon official notification by the RSPO on the legitimacy of a complaint, must cooperate and abide by the decision of the RSPO at all times. If a party i.e. complainant, intentionally refuses to cooperate with the decision of the Complaints Panel to resolve the complaint, then the RSPO and the Complaints Panel has a right to bring the whole complaint to an end. However, the member shall continue to implement the



decision of the Complaints Panel to the satisfaction on the Complaints Panel until it decides to close the complaint.

### **Intimidation**

All parties to a complaint must refrain from intimidating any other parties, witness or communities with a view of preventing them from giving evidence or statements to the RSPO and the Complaints Panel. No party shall use the threat of violence or economic loss as a means to compel a party to withdraw a complaint.

### **Code of Conduct Declaration for Complaints**

I....., acknowledge that I have received and read a copy of this Code of Conduct Statement, have understood all of its terms, and agree to abide by the provisions contained therein.

.....

[Name]

.....

[Signature]

.....

[Date]