

RSPO Complaints System

1. Introduction

1.1. Background

The Roundtable on Sustainable Palm Oil (RSPO) is a not-for profit Association that has been established with the overall objective to “transform markets 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 objective.

While addressing sustainability challenges, not all situations follow standardised 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 is focusing on dialogue as the means to address and resolve grievances.

The RSPO Complaints System aims to address the effectiveness criteria for non-judicial grievance mechanisms provided by Prof. Ruggie in his “Guiding Principles on Business and Human Rights: Implementing the United Nations ‘Protect, Respect and Remedy’ Framework”.

1.2. The need for a system to handle complaints

The Complaints System fulfils RSPO’s need to address complaints against RSPO and its members in a manner that is reflective of the nature, mission and goals of RSPO. Specifically a complaints framework and process fulfils the following:

- a. Providing a focal point for complaints against RSPO members or the RSPO system itself.
- b. Providing a fair, transparent and impartial process to duly handle and address complaints against RSPO members or against the RSPO system itself.
- c. Facilitates actions or initiatives that may enhance future dealings between parties.

This complaints system is not intended to be a replacement for legal requirements and mechanisms in force by any regional, national, or international governmental body. RSPO requirements mandate adherence to such official governmental requirements, and as such, the RSPO complaints system is meant as a support and supplement to them.

1.3. Objectives of Complaints System

- a. Provide a framework for RSPO to address complaints against any RSPO Member or the RSPO system itself.
- b. To ensure that any alleged breaches of specified RSPO Statutes, By-laws, motions approved by the General Assembly, or any other approved articles, including the Principles & Criteria for Sustainable Palm Oil Production, Certification System and RSPO Code of Conduct are fairly, impartially and transparently resolved.
- c. To protect RSPO’s integrity.

1.4. Basis

All complaints raised to RSPO shall be based on the following RSPO documents:

- a. RSPO Statutes and By-laws.
- b. RSPO Principles & Criteria for Sustainable Palm Oil Production (P&C), including all guidance, indicators associated with the adoption and implementation of the P&C.
- c. RSPO accepted or endorsed National Interpretation of the P&C where it is applicable.
- d. Code of Conduct for Members of the Roundtable on Sustainable Palm Oil.
- e. RSPO New Plantings Procedure.
- f. RSPO Certification Systems.
- g. RSPO Rules established for Trade and Traceability and for Communication and Claims.

1.5. Accessibility

The RSPO Complaints System and all information pertaining to procedures for using it are to be maintained accessible through RSPO's website. Progress reporting on cases is regularly updated on the website.

The complaints system can be used by all stakeholders, both RSPO members as well as non-members including affected communities (and their nominated representative), workers (and their nominated representative), other interested parties etc.

RSPO is seeking to ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a complaints process on fair, informed and respectful terms. Those who may face particular barriers to access can be provided assistance through the RSPO Dispute Settlement Facility.

1.6. Communications and Announcements

The RSPO Secretariat shall make public announcements relevant to its system for handling complaints on an ongoing basis, via its website. Transparency should be the rule, confidentiality the exception. Some information can be kept confidential if the complainant is fearful of any repercussions of making a complaint. Information should be presented in a neutral way, preventing judgement or favouring any of the parties.

Announcements shall be made within five working days of their results being issued by their respective Complaints System component or by the Board of Governors. Specifically, the Secretariat shall issue public notifications about the following types of developments:

- a. Calls for information pursuant to a specific case (or cases)
- b. Progress on cases being mediated through the RSPO DSF, in line with the DSF Protocol
- c. Authorized decisions of the Complaints Panel, Board of Governors, or the Secretariat itself
- d. Changes in the status of an RSPO member

- e. Changes in the status of a certification body
- f. Appeals of decisions made by Complaints System component bodies
- g. Related actions or consideration needed by the membership in response to any of the above.

2. System Components and Terms of Reference

2.1. RSPO Secretariat

The RSPO Secretariat is the body that is responsible for coordination, administration, and communications for all aspects of the RSPO system, including the Complaints System. Specifically, the Secretariat's tasks are to:

- a. Receive, acknowledge, and process complaints. The term "complaint" is hereby intended to have similar meaning as the terms "grievance," "dispute," "challenge," "conflict," and any similar term connoting dissatisfaction with some aspect of the RSPO system.
- b. Administer and monitor the handling of the subject matter of complaints, including use of the Complaints Procedure, Dispute Settlement Facility (DSF), and Certification System, including the progress of the cases going through these systems, the assurance that conditions or corrective actions imposed by these systems (e.g. by the Complaints Panel) are followed, and the proper redress of any cases not meeting the expectations set.
- c. Commission suitable expertise (whether they are Secretariat staff, working groups, or consultants) as needed to support fact-finding, mediation, and to inform decisions of the Complaints Panel. Such expertise may be deemed necessary by the Secretariat itself, or ordered by the Complaints Panel or Board of Governors. In addition to this, the Secretariat may commission capacity building of companies and other stakeholders, notably local communities, through trainings or guiding materials etc to help them participate in the complaint process fairly and equally.
- d. Oversee and execute relevant communications and announcements, both to the RSPO members or other parties concerned in a complaint as well as to the larger public.
- e. Monitor its own functionality and competence in doing the above.

The RSPO Board of Governors (BoG) is responsible for overseeing the activities of the Secretariat. The Secretariat thus also shares with the BoG on a regular basis (on a schedule mandated by the BoG) a summary of all complaints it has received and handled since the BoG's last review. This summary shall at least include the following information:

- a. Date the complaint was received
- b. Nature of the complaint
- c. The RSPO's response
- d. The outcome

2.2. RSPO Certification System

The RSPO Certification System is responsible for assuring the good performance of auditors & certification bodies (CBs), and includes its system for accreditation of CBs. Complaints based mainly on the performance or decision of a certification body and/or its auditor(s) shall be addressed through RSPO's accreditation mechanisms before further address of the case through other channels of the Complaints System, which shall be used in due course if the issue cannot be resolved by the Certification System alone.

RSPO, as the scheme owner, is responsible for setting "the rules of the game" under which CBs operate, and which are overseen and enforced by its accreditation body. The RSPO Secretariat defines and assigns the pertinent responsibilities that its accreditation body (Accreditation Services International) needs to execute. It is within the Secretariat's authority to require that it receive, at its discretion and/or on a schedule of its choosing, information relating to any complaints received by its approved CBs or by the accreditation body.

2.3. RSPO Dispute Settlement Facility (DSF)

The DSF is a mediation channel through which disputes may be resolved. The intention of the DSF is to essentially focus on preventative (mediation prior to certification) and remedial approaches while facilitating, monitoring and learning from a limited number of corrective cases, e.g. referred to the DSF by the Complaints Panel. While originally conceived for land-based disputes, the DSF is also applicable for other types of problems. (Often land-based issues are already entailed with other ramifications.)

Examples:

- a. Clearing of HCV and reaching agreement on their compensation or remediation
- b. Labour rights issues
- c. Human rights issues
- d. Company commitments to communities
- e. Environmental issues.

The DSF is described in detail in the document titled 'RSPO Dispute Settlement Facility Framework, Terms of Reference, and Protocol' and further referred to in this document briefly as "DSF protocol".

2.4. Complaints Panel

2.4.1. Purpose

The Complaints Panel deliberates and decides on complaint cases that fall outside of other complaint resolution mechanisms. It is in principle a high-level body that:

- a. Handles complaints against RSPO as an organization
- b. Addresses breaches of the Code of Conduct
- c. Serves as a body of last resort if other resolution mechanisms have failed

- d. Imposes measures to incentivize resolution (or termination)
- b. Ensures that RSPO governance systems allow for deliberation on redress, reparation, and compensation (e.g. through DSF)
- c. Endeavours to capture wider lessons and make recommendations to the RSPO Board of Governor on any systemic improvements. It is the task of the Complaints Panel to:
 - Decide on the legitimacy of any given complaint made against an RSPO member and on any “interim measure” needed during further handling of the case by the RSPO.
 - Deliberate and decide on the course of action to be taken to address the complaint.
 - Deliberate and propose to the Board of Governors any sanction in the situation that a complaint does not get resolved satisfactorily.

The role of the Complaints Panel is to review, assess and formulate practical actions that can be carried out by the conflicting parties to mitigate conflict and provide sustainable solutions to address core issues. In cases where a member is shown to have committed or omitted to act in a way that is “serious grounds for termination”, that member would be required to take action to remedy or resolve the situation to the satisfaction of the Board of Governors.

The Complaints Panel is mandated by the RSPO Board of Governor for this purpose, task and role. The BoG is responsible for overseeing the activities of the Complaints Panel.

2.4.2. Composition

The Complaints Panel is populated by 5 expert members, in a balance of interests and expertise and is selected for each case from the list of RSPO members . Additional or alternate RSPO Ordinary or Affiliate Members may be called upon to participate in the Complaints Panel as deemed appropriate by the core Complaints Panel.

The standard composition of the core Complaints Panel representing the RSPO membership is as follows and will be specified for each individual case:

- a. Member – environmental NGO
- b. Member – social/development NGO
- c. Member – growers
- d. Member – processor/trader, or consumer goods manufacturer, or retailer, or banks/investors
- e. Affiliate Member

The Panel reviews conflict of interest before each case and the panel through the chair invites replacing members as necessary for achieving balance and expertise. Selection of expert members should aim to include at least one member who has local knowledge and must be based close to the ground action where they can move in to investigate further, while maintaining independence. If a complaint is raised against a consumer goods manufacturer, then a processor/trader or retailer of bank/investor is selected. If a complaint is raised against a Malaysian grower, then an Indonesian or Rest-of-the-World grower will be called upon and vice versa.

The Complaints Panel appoints a chair from among its members. The RSPO Secretariat facilitates the Complaints Panel's work and can attend its meetings.

2.4.3. Decisions

The Complaints Panel strives to make decisions by consensus, which is defined as the lack of sustained opposition. It is incumbent upon Panel members who oppose decisions to propose alternative solutions. When consensus is not reached, the Complaints Panel may call upon the Board of Governors for further deliberation and consensus-based decision making.

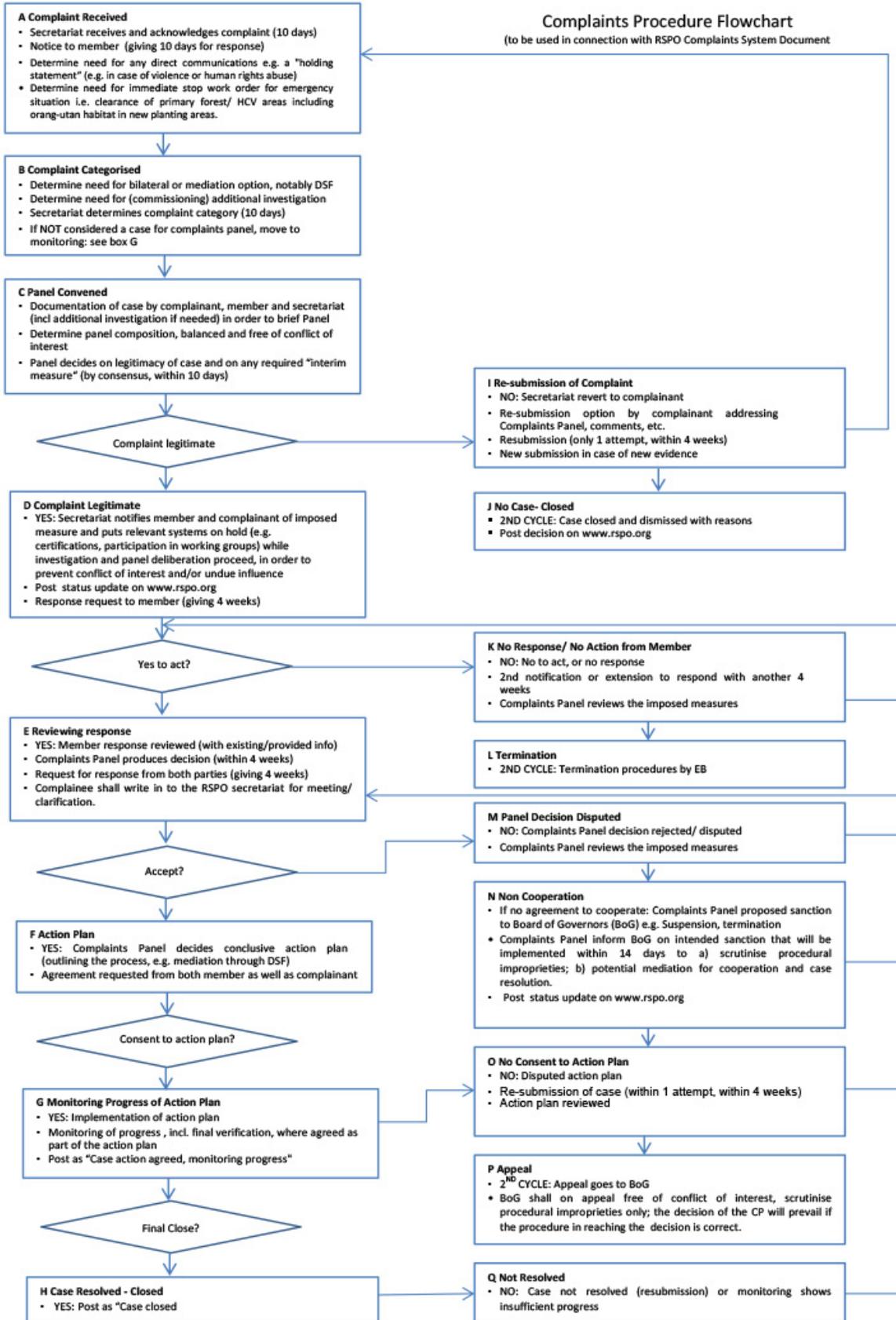
2.4.4. Records and Communications

The Secretariat is responsible for housing the records of the Complaints Panel's activities and communicating its decisions to affected parties, in line with this document.

3. Process Flow

Complaints Procedure Flowchart

(to be used in connection with RSPO Complaints System Document)



Receipt and Acknowledgement

The RSPO Secretariat is the point of entry for all complaints to be addressed through the RSPO Complaints System. Complaints entering via other points will be forwarded first to the Secretariat. The Secretariat receives all complaints submitted and in turn acknowledges its receipt to the complaining party, in writing, no later than ten working days after they have been received. The Secretariat has the right to return incomplete complaints to the submitting party, with an explanation of what is needed to constitute a complete submission that can then be further processed. Such complaints may be re-submitted at the complainant's discretion, upon the receipt of which the Secretariat shall have another ten working days in which to acknowledge receipt. In all cases of receipt of a complete complaint,

The Secretariat shall indicate as part of its acknowledgement to the complainant its initial determination of what category of complaint this is, and the next step(s) to be taken to address it.

The Secretariat is not required to accept cases that are not submitted in writing, but can address such non-written complaints at its discretion. In all cases the Secretariat keeps a record of all cases it addresses.

The RSPO Secretariat determines the need for any direct communications or actions e.g. a "holding statement" that publicly states that RSPO has received a complaint, is taking the issue seriously and will be looking into it as a matter of urgency through the RSPO systems. Such urgent communications may be needed especially in case of reported violence or human rights abuse.

Complaint in relation to any other breaches, notably of the RSPO Code of Conduct, by an RSPO Member to be handled by the Complaints Panel.

Breaches of the RSPO Code of Conduct by an RSPO Member, including non-certified members
Where a complaint involves a potential breach of a member's adherence to the RSPO Code of Conduct, the Secretariat shall, after acknowledging the complaint, investigate the charge(s) against the member by first asking the member to respond to the content of the complaint and any additional investigation if needed. The Secretariat shall then bring the original complaint and its response from the member to the Complaints Panel for its consideration with advice about its legitimacy.

In cases where disputes come to light or newly arise after certification has been granted, per section 4.2.4 of the "RSPO Certification Systems" document on partial certification requirements, the member may face suspension of their status of certification. An "interim measure" may be needed to assure RSPO's credibility. In these instances, the Complaints Panel shall have up to 10 working days to impose such a measure on the member. (For operations that are already moving certified product or have forward contracts, Green Palm and/or Utz Certified will need to be notified of any changes in member status).

The Complaints Panel has 10 working days from the time of receiving a briefing about the complaint to decide on its legitimacy and next actions. The Panel may request additional information and/or commission further investigation of the complaint. Preferably this is connected as part of planned certifications audits or surveillance audits, including consultations with stakeholders in relation to these verifications. Therefore, the member may initially be requested to submit a time-bound plan for certification of its operations. This informs the panel about any need for additional field investigation (commissioned) by the Secretariat.

The Secretariat (in consultation with the Complaints Panel) will set timelines for its receipt of the findings of said additional information, and the complainant shall be notified of this timeline. Under normal

circumstances this time period (and other steps to provide information or a decision) shall be 4 weeks, unless specified otherwise. Any delay or extension of the originally-stated timeline will be communicated to the complainant as well as the member in question.

Upon receiving all of the information the Complaints Panel needs, the Panel shall have 4 weeks within which to issue a decision to the member, including the imposition of any corrective actions and penalties on the member, and process and monitoring requirements during progress of implementation. Monitoring would normally be the responsibility of the RSPO Secretariat.

The Complaints Panel and Secretariat will document how the measures undertaken to resolve complaints are implemented and details of what sanctions can be imposed if there is further non-compliance with the agreed remediation. It is the responsibility of the Board of Governor to determine ultimate sanctions, both with respect to non-complaint members as well as any mendacious complainants.

3.1. Raising a case

Complainants need to provide the following information in writing, using the given template for submitting any complaints to RSPO. The onus of demonstrating a case at this stage is on the complainant:

- a. Name and contact details of the party submitting the complaint. If needed, explanations of
- b. reasons to not divulge these specifics to other parties (whistle-blower protection/confidentiality).
- c. Party against whom the complaint is being raised.
- d. Nature of the complaint, and on what basis (see above).
- e. Supporting evidence, including all possible documentation, etc. to directly support the complaint.
- f. Supporting information about efforts taken – but unsuccessful – to resolve the issue bilaterally or otherwise. Additionally, complainants are encouraged to
- g. Propose or suggest specific corrective actions that may resolve the issues detailed in the
- h. Complaint.

3.2. Receipt and Acknowledgement

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The RSPO Secretariat determines the need for any direct communications or actions e.g. a "holding statement" that publicly states that RSPO has received a complaint, is taking the issue seriously and will be looking into it as a matter of urgency through the RSPO systems. Such urgent communications may be needed especially in case of reported violence or human rights abuse.

3.3. Categories of complaints

The Secretariat performs a number of checks and categorizes and correspondingly treats all complaints as follows:

3.3.1. Checks

Checks include but are not limited to:

- a. Are details of the complainant and complaint complete?
- b. Is party complained against an RSPO member?
- c. Is the member and location certified yet?
- d. Is sufficient information about the case made available to determine course of action?
- e. If not, is a regular RSPO audit or surveillance by CB foreseen in the near future (check time bound plans etc)?
- f. Do any other options for investigation, if needed, exist?
- g. Have other efforts to resolve the issue been tried sufficiently?
- h. Will mediation possibly help at this stage, either by secretariat or by DSF?

3.3.2. Categories

1. Complaint to be resolved bilaterally (e.g. through a company's own complaints handling)
2. Complaint to be resolved through a second party process in the national context (e.g. court, human rights commission), the financial chain (e.g. IFC Ombudsman), or in the trade chain (e.g. supply chain audits)
3. Complaint in relation to performance and certification of an RSPO Member's operation(s) with respect to the RSPO Principles & Criteria (P&C).
4. Complaint in relation to performance and accreditation of an RSPO Certification Body
5. Complaint to be settled through mediation (e.g. RSPO DSF)
6. Complaint in relation to any other breaches, notably of the RSPO Code of Conduct, by an RSPO Member to be handled by the Complaints Panel.
7. Other complaints.

3.4. Treatment of complaints

1. Complaint to be resolved bilaterally (e.g. through a company's own complaints handling); or
2. Complaint to be resolved through a second party process in the national context (e.g. court, human rights commission), the financial chain (e.g. IFC Ombudsman), or in the trade chain (e.g. supply chain audits)

Initial attempts at bilateral resolution:

Before the RSPO Secretariat intervenes in a complaint and directs it through one of the avenues of the Complaints System, it recommends that the complainant attempts to resolve the issue directly with the member in question. Only after the complainant can explain how such attempts have failed is the Secretariat compelled to intervene further.

3. Complaint in relation to certification of an RSPO Member's operation(s) with respect to the RSPO Principles & Criteria (P&C); and/or
4. Complaint in relation to performance and accreditation of an RSPO Certification Body

Noncompliance of an RSPO Member's certified operation(s) with respect to the RSPO Principles & Criteria (P&C).

Compliance by certified operations with the RSPO P&C is supposed to be addressed through the certification process. If a party believes that the certification process has been ineffective in appropriately enforcing a member's practices in line with the P&C, or the complaint questions the validity of the CB's practices and/or decisions, the Secretariat shall remand the matter to the accreditation body and/or certification body as it deems most effective. Specifically:

- a. The Secretariat asks the complainant if they have raised their concern directly with the CB first. This is often a faster way to a resolution and should be tried as an initial course. If the complainant states that this avenue has not proved satisfactory, the Secretariat directs the complainant to escalate the complaint to the attention of the accreditation body. The Secretariat also duly records its exchanges with the complainant at these initial stages as a means of tracking the performance of the accreditation body and CBs; this is part of the responsibilities the Secretariat executes on behalf of RSPO the scheme owner.
- b. If the above steps have proven unsatisfactory to the complainant, the Secretariat pursues an investigation of the matter with the accreditation body.
- c. The accreditation body then investigates the complaint and within one calendar month reports to the RSPO Secretariat at least the following information:
 - i. The results of the investigation to date, the need for any additional time to complete the investigation and the reasons why. After this initial report, the accreditation body shall

update the Secretariat as to its progress on the complaint at least every two months, or upon closure of the case, whichever is sooner.

- d. Upon closure of the case, the accreditation body shall file a report with the RSPO Secretariat that includes at least the following:
 - i. Any follow-up actions the certification body makes with respect to its decision on the certified operation's case;
 - ii. Any corrective actions imposed on the certification body by the accreditation body; and
 - iii. An assessment of whether the complaint will still be justified even after the corrective actions have been implemented, including an indication of how long it will take for improvements in the certified operation's case to be realized. The accreditation body is at liberty to present its assessment that the complaint would still be justified, ahead of steps (i) and (ii) above, if it is clear that this will indeed be the case.
 - iv. Once the accreditation body closes a case, or in line with paragraph d.iii above, other avenues of the complaints system may be resumed as applicable to address noncompliance with the P&C.

5. Complaint to be settled through mediation (e.g. RSPO DSF)

Mediation as a possible option to settle disputes:

a. Background:

The highly complex nature of certain kinds of disputes encountered by RSPO and its members often warrants a more thoroughly negotiated resolution. In particular, if a complaint involves a lack of FPIC, recognition of the community voice, and respect for customary rights, i.e., related to P&C sections 2.2, 2.3, 6.4, 7.5, and/or 7.6, or involves a dispute over HCV area(s) (RSPO P&C section 7.3), or another issue recommended by the Complaints Panel or EB, the case may be directed toward the RSPO Dispute Settlement Facility (DSF), which is described in detail in the DSF Protocol's flow diagram.

While the option to use mediation to resolve problems of this nature should in theory be undertaken prior to a member's pursuing certification, experience has shown that disputes requiring a mediated settlement may only come to light after certification has been granted. Notwithstanding corrective actions through the RSPO Certification System as described above, mediation through the DSF may be a possible avenue to bring such complex cases to a satisfactory state.

b. Reaching agreement on process:

Mediation is predicated upon both sides' voluntary participation in the process. When the Secretariat encounters a case that may be resolved through mediation, the Secretariat guides the opposing sides of the case to seek a mediated process. RSPO prefers that mediation is conducted under the DSF, but the parties involved may arrange for mediation outside of the

DSF, as long as the Secretariat is updated as to the progress of the process in line with the reporting requirements and timelines described in the DSF Protocol. These requirements enable the Secretariat to monitor the case in a manner consistent with its responsibilities under this Complaints System.

- i. Unilateral refusal by the party against whom a complaint has been raised (i.e., the RSPO member) to participate in mediation will result in the Complaints Procedure flowing through its otherwise normal sequence.
- ii. Unilateral refusal on the part of the disputing party to agree to mediation will trigger an investigation by the RSPO Secretariat as to the nature of the refusal, in line with the procedures described in the DSF Protocol.

c. Timelines and related action steps:

- i. When the Secretariat identifies a case that is appropriate for mediation, it shall indicate so to the different parties to the complaint and shall ask for their acceptance or refusal of such a process. The parties shall have up to 4 weeks to decide and inform the Secretariat.
- ii. If mediation is agreed as a course forward, the two sides shall have up to 4 weeks to agree upon and engage a mediator, who shall then be bound to report to the Secretariat as to the progress of the case, in line with DSF Protocol. Note that the result of the mediation itself is not bound by a standard set timeline because experience shows that these processes often take as long as they need to take to reach a sustainable solution. RSPO P&C (6.1 and 6.3) and RSPO Certification System require, in case a conflict exists, that the company concerned follows a time-bound plan to resolve such dispute.

6. Complaint in relation to any other breaches, notably of the RSPO Code of Conduct, by an RSPO Member to be handled by the Complaints Panel.

Breaches of the RSPO Code of Conduct by an RSPO Member, including non-certified members

Where a complaint involves a potential breach of a member's adherence to the RSPO Code of Conduct, the Secretariat shall, after acknowledging the complaint, investigate the charge(s) against the member by first asking the member to respond to the content of the complaint and any additional investigation if needed. The Secretariat shall then bring the original complaint and its response from the member to the Complaints Panel for its consideration with advice about its legitimacy.

In cases where disputes come to light or newly arise after certification has been granted, per section 4.2.4 of the "RSPO Certification Systems" document on partial certification requirements, the member may face suspension of their status of certification. An "interim measure" may be needed to assure RSPO's credibility. In these instances, the Complaints Panel shall have up to 10 working days to impose such a measure on the member. (For operations that are already moving certified product or have forward contracts, Green Palm and/or Utz Certified will need to be notified of any changes in member status.)

The Complaints Panel has 10 working days from the time of receiving a briefing about the complaint to decide on its legitimacy and next actions. The Panel may request additional information and/or commission further investigation of the complaint. Preferably this is connected as part of planned certifications audits or surveillance audits, including consultations with stakeholders in relation to these verifications. Therefore, the member may initially be requested to submit a time-bound plan for certification of its operations. This informs the panel about any need for additional field investigation (commissioned) by the Secretariat.

The Secretariat (in consultation with the Complaints Panel) will set timelines for its receipt of the findings of said additional information, and the complainant shall be notified of this timeline. Under normal circumstances this time period (and other steps to provide information or a decision) shall be 4 weeks, unless specified otherwise. Any delay or extension of the originally-stated timeline will be communicated to the complainant as well as the member in question.

Upon receiving all of the information the Complaints Panel needs, the Panel shall have 4 weeks within which to issue a decision to the member, including the imposition of any corrective actions and penalties on the member, and process and monitoring requirements during progress of implementation. Monitoring would normally be the responsibility of the RSPO Secretariat.

The Complaints Panel and Secretariat will document how the measures undertaken to resolve complaints are implemented and details of what sanctions can be imposed if there is further noncompliance with the agreed remediation. It is the responsibility of the Board of Governors to determine ultimate sanctions, both with respect to non-complaint members as well as any mendacious complainants.

Further details of the operation of the Complaints Panel are contained in the flowchart.

7. Other complaints

Complaints not fitting any of the categories above may relate to:

a. Shortcomings of the RSPO Principles & Criteria

RSPO is open to receiving comments and suggestions for improvement of the P&C at any time, in line with the ISEAL Code of Good Practice for Setting Social and Environmental Standards. RSPO periodically reviews the P&C for relevance and effectiveness.

b. Performance of the RSPO Secretariat in executing its duties

The Secretariat may respond directly to any complaint it receives about its own performance, and makes a good faith effort to correct any shortcomings it identifies. When such complaints are received, the Secretariat will acknowledge the complaint and indicate its intended next steps.

c. Conduct of RSPO governance and decision making structures and bodies

Complaints about the manner in which RSPO engages stakeholders, makes decisions, or otherwise governs itself or any of its component bodies or committees shall be remanded by the Secretariat to the Complaints Panel, who shall determine the course of action on a case-by-case basis and may subsequently refer to the Board of Governor as appropriate.

4. Recourse / appeal

If a complainant remains dissatisfied with the address of their complaint, they have the right to escalate their case to the Complaints Panel, or to the BoG if the Complaints Panel has already heard the case. The BoG decides whether or not to consider the case, and if agreeing to hear it, shall do so at its next scheduled meeting. In all cases brought to the BoG, the BoG shall provide a written statement as to their decision and the rationale behind it. The BoG may commission additional investigation and expertise at its discretion. The decision of the BoG is final.