

COMPLAINTS AND GRIEVANCES

Agri is an Sub Division of PT Mutuagung Lestari offers certification services of Sustainable Palm Oil (SPO).

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1.0 REFERENCES

- 1.1 Sustainable Palm Oil Manual
- 1.2 SPO-214 Complaint and Grievances
- 1.3 ISO/IEC 17021: 2006(E), Conformity assessment – Requirements for bodies providing audit and certification of management system
- 1.4 ISO Guide 65:1996 issue 2 (IAF GD:2006) – General Requirements for Bodies operating product certification systems.
- 1.5 RSPO Certification System, June 2007
- 1.6 Ketentuan Pengelolaan Perkebunan Kelapa Sawit Berkelanjutan (Indonesia Sustainable Palm Oil/ISPO), Draft 24 Juni 2010.

2.0 PROCEDURE

2.1 CLIENT'S CUSTOMER OR INTERESTED PARTIES COMPLAINTS

- 2.1.1 All complaints received from customers or other interested parties relating to the SPO certification system in **Agri** activities provided by **Agri**'s client shall be formally recorded and took action accordingly.
- 2.1.2 Complaint records shall include evidence of investigation, communication with the related parties and of action taken.
- 2.1.3 The above records shall be made available to auditor for review during scheduled surveillance visits.

2.2 INTERESTED PARTIES COMPLAINTS.

- 2.2.1 All complaints received from interested parties related to SPO certification system performance of clients, which are directly submitted to **Agri**, shall be formally recorded and acted accordingly.
- 2.2.2 The Operations Manager or General Manager, as appropriate, shall undertake an investigation of the complaint by review of the relevant records and/or direct contact with the client to resolve the problem and where necessary arrange a visit to investigate the extent of the problem and corrective action taken.
- 2.2.3 When the objective evidence is found, Operations Manager shall invite all involved parties to a meeting to resolve the problem.
- 2.2.4 Notes of meeting shall be distributed to related parties by Operations Manager.
- 2.2.5 All records pertaining to the investigation and outcome shall be maintained on file by the Operation Manager for a minimum period of three years.

2.3 AGRI'S CLIENT COMPLAINTS

- 2.3.1 Should the client have cause to complain regarding the conduct of **Agri** employees or external auditor/technical expert, the complaint should be made in writing and addressed to the General Manager or Operations Manager.
- 2.3.2 The Operations Manager or General Manager, as appropriate, shall undertake an investigation of the complaint by review of the relevant records and/or interviewing the subject of the complaint to ascertain validity or otherwise.
- 2.3.3 All records pertaining to the investigation and outcome shall be maintained on file by the Operations Manager for a minimum period of three years.

2.3.4 The Operations Manager or General Manager shall ensure that the client is kept informed in writing of the investigation and outcome of the complaint.

2.4 COMPLAINTS AND GRIEVANCES RELATING TO THE PERFORMANCE OF AGRI

2.4.1 All complaints received from interested parties related to SPO certification system performance of **Agri**, which are directly submitted to **Agri**, shall be formally recorded and acted accordingly. In order to be eligible for consideration, the complaint must:

- a. be in writing and signed by the complainant, or their delegated representative;
- b. specify the grounds on which the complaint is made;
- c. be accompanied by relevant documented evidence;
- d. indicate what steps were taken to resolve the issue prior to lodging the complaint;

2.4.2 The Operation Manager and/or General Manager shall make validation of the complaints and grievances to seek whether it can be proceeding to *Ad hoc* Committee or not. If the complaints and grievances are not valid enough, the Operation Manager or General Manager will discontinued the process and/or inform to the subject of the complaint for valid supported evidences. But if the complaints and grievance are valid, than will be proceed to the Ad hoc Committee.

2.4.3 The Operation Manager or General Manager shall prepare as appropriate documentation to **Agri** Sub Div related to the complaints and grievances, including the responds and corrective action taken. The following documentation for review by the *Ad hoc* Committee as follows:

- a. Copy of Complaints and Grievances Record, including the valid supported evidences.
- b. Documentation supporting the decision.

2.4.4 The results of Ad hoc committee will be informed to the complainant obviously. If the complainant remains unsatisfied by the outcome or unsatisfied with the progress of reaching resolution, then the complaints and grievances may be formally submitted to the Accreditation body's mechanism; and/ or may proceed under clause below

2.5 DISPUTE OF COMPLAINTS RESOLUTION

2.5.1 Dispute of complaints can be arising if both parties (**Agri** and interested parties) could not reach agreement related to the cause of appeals and agree to be resolved it through the third party, such as Arbitrary Body or Court of Justice.

2.5.2 General Manager and/ or Operational Manager are responsible for completion of these matters through the third party.

2.5.3 All expenses occurred from resolution through the third party will be proportionally paid by each party.