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COMPLAINTS AND APPEAL

Depok, 27 June 2018

Approved By

Deputy Director

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1.0 PURPOSE

The purpose of this procedure is to ensure that complaint and grievance from interested parties related to RSPO certification system in **Agri** which will be recorded, validated, investigated and actions taken.

2.0 SCOPE

The scope of this procedure covers: Complaints and Grievances received by **Agri** from interested parties related to the **Agri** and client's SPO certification system performance.

A complaint or grievance can be made either through the **Agri** mechanism for complaints (which will include subsequent referral to the accreditation body, and then to RSPO, if the complainant remains unsatisfied by the outcome), or directly to the RSPO Executive Board. In the latter situation, the RSPO Executive Board will then determine whether the complaint or grievance should firstly follow the certification body mechanism, or whether it can be referred directly to the RSPO Certification Complaints Committee

3.0 DEFINITIONS

In general, the key words used in this procedure refers to the reference in point 4.0 of this document

4.0 REFERENCES

4.1 RSPO-100, RSPO Quality Manual

4.2 RSPO Certification System, June 2017 Endorsed by the RSPO Board of Governors on 14th of June 2017.

4.3 RSPO Supply Chain Certification Standard For organizations seeking or holding certification Adopted by the RSPO Board of Governors on November 2014 revised on 14 June 2017 (Module D / E for CPO Mill)

4.4 ISO/IEC 17065 : 2012 , Conformity assessment – Requirements for bodies certifying product, process and services.

5.0 RESPONSIBILITIES

Operations Vice President and/or Deputy Director shall have overall responsibility relating to complaints and appeal



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6.0 PROCEDURE

6.1 Complaints

6.1.1 All complaints and grievances received from interested parties related to RSPO certification system, 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;

6.1.2 The Operations Vice President or Deputy Director, as appropriate, shall undertake a validation of the complaint by review of the relevant records to resolve the problem. If a complaint is received from any RSPO stakeholders concerning its competency, or concerning the outcome or implementation of a certification assessment that it conducted, the Agri shall notify Accreditation Body and RSPO within 7 (seven) Days. If the complaints and grievances are not valid enough, the Operation Vice President or Deputy Director will discontinued the process and/or inform to the subject of the complaint for valid supported evidences.

Agri will validate the completed or sufficiency documentation records that sent by complainant(s) and the validation of the complaint(s) will be taken maximum 20 (twenty) working days.

6.1.3 Where the complaints and grievance are valid then will be arranged a visit to investigate the extent of the problem and corrective action taken. The results of investigation will be processed to Ad hoc Committee for final decision. For the compliants and grievance to Agri's performance does not need to visit investigating and will be processed to Ad hoc Committee.

The investigation report will be completed during 15 (fifteen) working days and for next 20 (twenty) working days **Agri** will be conducted by *Ad hoc Committee* meeting to make a decision of investigation report. Note: the timelines of *Ad hoc Committee* meeting considered the available time of them.

6.1.4 The Operation Vice President or Deputy Director shall prepare as appropriate documentation to **Agri** 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. Other supporting documentation.

6.1.5 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 or refers to the conditions of RSPO membership, then the complaints and grievances may be formally submitted to the Accreditation Body's mechanism and will inform the RSPO Secretariat; and/ or may proceed under clause 6.2



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6.2 Appeals

- 6.2.1 If, for any reason, notification is given by Agri may result in a Certificate being withdrawn or the result from certification committee panel not recommend for issued of the certificate then the client has the right to appeal
- 6.2.2 All appeals must be in writing, directed though the Deputy Director and/ or Operations vice president and received within seven days of receipt of notification of Certificate withdrawal, together with the relevant facts and data for consideration during Certification Committee reviewing
- 6.2.3 The Deputy Director and/ or Operations vice president shall make validation of the appeal to seek whether the appeal can be proceeding to Certification Committee or not. If the appeal is not valid enough, Deputy Director and/ or Operations vice president will stop the appeal process and or inform to client for valid supported evidence. But if the appeals is valid than proceed clause 6.2.4
- 6.2.4 The Deputy Director and/ or Operations vice president shall prepare documentation supporting **Agri** to withdraw or hold the certificate. The Deputy Director and/ or Operations vice president shall submit the following documentation for review by the Certification Committee :
- Copy of Appeal Record.
 - Client appeal documentation.
 - Documentation supporting the decision to withdraw or suspension the certificate.
- 6.2.5 The certification committee shall review all submitted documentation to ascertain whether the appeal is justified.
- 6.2.6 The certification committee will investigate the appeals and where necessary, certification committee may invite the interested parties, related to Sustainable Palm Oil (SPO) system certification.
- 6.2.7 The decision of the certification committee shall be final and binding on both the client and Agri. Once the decision regarding the appeal has been made, no counter claim by either party can be made to amend or change this decision.
- 6.2.8 Upon receipt of the certification committee decision then Deputy Director and/ or Operations vice president shall forward to the client in writing of the decision.
- 6.2.9 Where the appeal has been upheld, the Operations vice president shall reinstate the Certificate and return it to the client.

6.3 Dispute of Complaint and Appeals Resolution

- 6.2.1 Dispute of complaints and appeals can be arising if both parties (**Agri** and **Agri's** client) could not reach agreement related to the cause of appeals and agree to resolve it through the third party, such as Arbitrary Body or Court of Justice.
- 6.2.2 The President Director or Director is responsible for completion of these matters through the third party.

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

7.0 DOCUMENTATION

This procedure is documented in hard file and/ or soft files in English or other languages which has equal of legality.

8.0 ATTACHMENTS

- 8.1 MUTU-4014, Attendance List
- 8.2 MUTU-4027, Complaint Record