
	PT MUTUAGUNG LESTARI TBK	
	MUTU-215	APPROVAL SHEET
	ISSUED NO. : 7	REVISION NO. : 1
	EFFECTIVE DATE : 14 July 2025	PAGE : 1 of 15

## COMPLAINT

Approved by,




Operational Director

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SECTION NO.	REVISION DESCRIPTION	ISSUE NO.	REVISION NO.	DATE OF APPROVAL
6.1.3	Adjustments related to Complaint Type	6	0	23/10/2023
6.1.11	Adjustment of acceptance of complaints specifically for the ISPO scheme	6	1	18/01/2024
6.2.6	Adjustment of acceptance of appeal complaints specifically for the ISPO scheme	6	1	18/01/2024
6.1.12	Internal audit improvements: Specific to the IFCC scheme, if MUTU receives a complaint regarding non-compliance with certification requirements by a client organization, or a complaint against a client organization that it has received or is aware of, MUTU must notify the PEFC Council within 30 days	6	2	06/08/2024
6.4.26	Internal audit improvements: Specific to the IFCC, MUTU must provide a summary report to the PEFC Council and the relevant IFCC Secretariat for complaints and appeals resolved, including at a minimum: a. Identification of the complaint or appeal filed b. Identification of the client organization c. Subject of the complaint d. Summary of the complaint handling process e. Outcome or resolution of the complaint	6	2	06/08/2024
4.0	addition of normative references related to FSSC 22000	6	3	02/12/2024
cover	Changes based on review of MUTU-206 document control documents: Adjusting to MUTU-206 document control procedures	6	4	21/02/2025
Revision Sheet	Changes based on the review of the MUTU-206 document control document: Changing the revision date to the approval date in accordance with the MUTU-206 document control procedure.	6	4	21/02/2025
4.0	Addition normative references GGL Certification Regulation v7-6	6	4	21/02/2025
6.1.10	Addition mechanism of complaints and appeals GGL scheme	6	4	21/02/2025
4.0	Internal Audit Improvements : Addition normative reference SBP Standard 3 v2.0 point 15	6	5	25/03/2025
6.1.13	Internal Audit Improvements : Specifically for the Sustainable Biomass Program (SBP) scheme, Appeals will only be accepted if they are directly	6	5	25/03/2025
6.2.7	Internal Audit Improvements : Specifically for the Sustainable Biomass Program (SBP) scheme, Appeals will only be accepted if they are directly	6	5	25/03/2025
6.4.27	Internal Audit Improvements : Spesial SBP Scheme of complaints and appeals	6	5	25/03/2025
6.28	Surveillance 1 improvement ISO/IEC 17021-1 scheme integration: Additional explanation related to the IFCC SFM scheme in particular, the acceptance of appeals against decision results in accordance with the rules of the standard used. With certain considerations, to ensure sufficient time, the appeal submission deadline can also be adjusted by agreement between the client and MUTU.	7	0	02/06/2025
4.0	Updates regarding Presidential Regulation of the Republic of Indonesia Number 16 of 2025 concerning the Indonesian Sustainable Palm Oil	7	1	03/07/2025
6.1	Additional explanation regarding: Complaints must be made in writing and addressed to PT Mutuagung Lestari Tbk. If the reporter submits a complaint verbally, MUTU will not take any action until the complaint is submitted in writing.  Complaints must include, but are not limited to, the following: a. Name and address of the reporter b. Details of the reporting problem, and objective evidence to support the report c. Complaints can be submitted via <a href="mailto:datacenter@mutucertification.com">datacenter@mutucertification.com</a> or the website <a href="http://www.mutucertification.com">www.mutucertification.com</a>	7	1	03/07/2025

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6.4	<p>Additional explanation related to:</p> <p>The status of the complaint sent by the Reporter to MUTU is declared to have been fulfilled and closed if:</p> <p>a. The Reporter does not provide a response within 14 working days since the response from MUTU was sent.</p> <p>b. The Reporter does not provide a response within 20 working days since the response from MUTU was sent, specifically for the ISPO scheme.</p>	7	1	03/07/2025


Document	<del>Prepared</del> / Revised by	Sign	Reviewed by	Sign
Issued 7 Revised 1	Vice President (VP) Quality Assurance (QA)		Operational Director	

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## 1.0 PURPOSE

- 1.1 Ensuring that all complaints that come from interested parties can be accommodated and managed properly. The complaint can be addressed to PT Mutuagung Lestari Tbk (MUTU) or to an organization that obtained the results of a conformity assessment from PT Mutuagung Lestari Tbk.
- 1.2 Provide a mechanism for the auditee to appeal decisions regarding the suspension and withdrawal of certificates by the Certification Body or disputes between the two parties

## 2.0 SCOPE

The scope of the procedure applies to all conformity assessment activities at PT Mutuagung Lestari Tbk, including:


- 2.1 Settlement of complaints in the form of complaints, appeals, gratification, or liability.
- 2.2 Complaints received from organizations that have been assessed for conformity by MUTU
- 2.3 Complaints received from interested parties regarding the performance of the MUTU management system
- 2.4 Disputes and appeals against decisions issued by MUTU

## 3.0 DEFINITION

- 3.1 In general, the key words used in this procedure refer to the references in point 4.0 of this document
- 3.2 Top Management is the top leader consisting of the Head of the SBU, Executive Director, Director, and President Director
- 3.3 Executive Director is a person who assists the Director in carrying out his duties and functions.
- 3.4 Head of SBU is the leader of the SBU with the title of Deputy Director
- 3.5 Division Head is a Division leader with the title of Executive Vice President (EVP).
- 3.6 Senior Vice President is a person who assists the deputy director in carrying out his duties and functions.
- 3.7 Manager is personnel who serves as a technical / operational manager with the title of Head of Subdivision / Vice President (VP).

## 4.0 REFERENCES


- 4.1 Mutu Guidelines
- 4.2 Ecolabel Verification Quality Manual
- 4.3 Procedure of Certification Technical
- 4.4 ISO/IEC 17021-1: 2015; Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management System
- 4.5 SNI ISO/IEC 17065: 2012, Conformity assessment – Requirements for certification bodies for products, processes and services
- 4.6 ISO/IEC 17020 : 2012, Conformity assessment — Requirements for the operation of various types of inspection bodies
- 4.7 ISO/IEC 14065:2020 Requirements for greenhouse gas validation and verification bodies for in accreditation or other forms of recognition
- 4.8 ISO/IEC 17025 : 2017 General requirements for the competence of testing and calibration laboratories
- 4.9 PEFC/IFCC ST 2003 2021-01-25. Requirements for Certification Bodies conducting Certification using the PEFC International Chain of Custody Standard

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- 4.10 IFCC ST 1002, 2021-01-25. Requirements for Audit and Certification Bodies under the IFCC Sustainable Forest Management Standard
- 4.11 IFCC ST 1001, 2021-01-25. Sustainable Forest Management – Requirements
  - 4.11.1 Appendix 1 : Explanation of some requirements
  - 4.11.2 *Appendix 2 : Specific interpretation of requirements for plantation forests*
  - 4.11.3 *Appendix 3 : Specific interpretation of requirements for community forests*
  - 4.11.4 *Appendix 4 : Specific interpretation of requirements for trees outside forest areas*
  - 4.11.5 *Appendix 5 : International Conventions ratified by Indonesia*
  - 4.11.6 *Appendix 6 : Timber Legality Verification System (SVLK) Requirements*
  - 4.11.7 *Appendix 7 : List of active ingredients prohibited for all pesticide use areas and pesticide active*
- 4.12 IFCC PD 1002, 2021-01-25. IFCC Procedures for Investigation, Complaint Resolution and Appeals
- 4.13 Regulation of the Minister of Environment and Forestry of the Republic of Indonesia Number: 8 of 2021 concerning Forest Management and Preparation of Forest Management Plans, and Forest Utilization in Protected Forests and Production Forests
- 4.14 Regulation of the President of the Republic of Indonesia Number 44 of 2020 concerning the Sustainable Palm Oil Plantation Certification System
- 4.15 SNI ISO 17000:2020 Conformity Assessment - General vocabulary and principles
- 4.16 ISO/IEC 17029:2019 Conformity assessment — General principles and requirements for validation and verification bodies
- 4.17 Decree of the Minister of Religion of the Republic of Indonesia Number 1251 of 2021 concerning Schemes and Criteria Accreditation and Certification of Umrah Pilgrimage and Special Hajj Pilgrimage Organization Businesses.
- 4.18 Decree of the Minister of Environment and Forestry No. SK.9895/MenLHK-PHL/BPPHH/HPL.3/12/2022 concerning Standards and Guidelines for the Implementation of the Legality and Sustainability Verification System
- 4.19 PEFC ST 2003:2020 Requirements for Certification Bodies operating Certification against the PEFC International Chain of Custody Standard (part 7.13.10)
- 4.20 FSSC 22000 scheme version 6, April 2023
- 4.21 FSSC 22000 Annexes and guidance (all updated to the scheme version)
- 4.22 GGL Certification Regulation v7-6
- 4.23 SBP Standard 3 v2.0 point 15
- 4.24 Regulation of the Minister of Agriculture of the Republic of Indonesia Number 16 of 2025 concerning the Implementation of Sustainable Palm Oil Plantation Certification in Indonesia

## 5.0 RESPONSIBILITIES

- 5.1 The Head of the SBU and/or Senior Vice President is responsible for overseeing and implementing this procedure
  - a. Ensure that complaints and appeals are handled in accordance with the stated goals
  - b. Ensure that complaints and appeals processes are planned, designed, implemented, maintained and improved on a continual basis
  - c. Identify and define resource requirements to deal with complaints and appeals effectively and efficiently
  - d. Ensure to provide an understanding of the complaint and appeal handling process

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- e. Ensure that information on the process of handling complaints and appeals is communicated to parties who make complaints and / or disputes and other interested parties
- f. Forming a Panel Team and an Ad Hoc Team for the resolution of complaints or appeals, if necessary
- g. Reporting to top management about all complaints, the handling process, and the resolution decisions
- h. Monitoring the complaint handling process.

5.2 Technical Manager is responsible for:


- a. Implement procedures and maintain records of complaints and appeals relating to: auditees, Certificate Holders, parties with an interest in certification performance, with respect to employee attitudes and complaints against sub-contractors of Certification Bodies
- b. Ensure that the complaint or appeal material includes or related to the Accreditation process, PHPL performance assessment, or LK verification, use of V-Legal Signs, Issuance of V-Legal documents, due diligence (two diligences) and issuance of Supplier Conformity Declaration.
- c. Ensure to provide an understanding of the process of handling complaints and appeals to auditees, Certificate Holders and Independent Monitors and / or parties who submit and receive complaints and appeals.
- d. Ensure that information on the complaint and appeal handling process and resolution is easily accessible.
- e. Prepare documents for being reviewed by the Resolution of complaints and appeals Ad Hoc Team.
- f. Ensure that corrective and preventive actions are taken and maintained

5.3 The panel team is responsible: to review evidence related to complaints and appeals, provide recommendations for resolution of complaints and appeals and recommend the formation of an ad hoc team to management representatives if deemed necessary

5.4 The Ad Hoc Team is responsible for:

- a. Checking documents, consulting with related parties, and conducting field verification if necessary regarding the material of the complaint or appeal.
- b. Submit a written report on the results of the investigation containing the results of the material test and recommendations for resolving complaints and appeals.

5.5 The Quality Assurance Vice President (VP) is responsible for accommodating complaints that come in via email [datacenter@mutucertification.com](mailto:datacenter@mutucertification.com) and forward them to the relevant division for follow-up, recording and monitoring the resolution of complaints and appeal.


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## 6.0 PROCEDURE



INPUT	Complaints/Appeals	Evidences	Complaints/Appeals Report	Decision
PROCESS	<ul style="list-style-type: none"> <li>Delivered orally, in writing, or by email</li> <li>Equipped with supporting evidence and the identity of the person submitting the complaint/appeal</li> <li>Delivered the type of complaint in accordance with form MUTU-4024</li> </ul>	<ul style="list-style-type: none"> <li>Clarify to the auditee</li> <li>Verify and validate the information</li> <li>Determination of relevant complaints/appeals</li> <li>Give respond to the person submitting the complaint/appeal</li> </ul>	<ul style="list-style-type: none"> <li>Discussion at the technical level and if necessary, form a panel team</li> <li>Panel team give recommendation to form Ad Hoc Team and/or decision</li> <li>If necessary, form Ad Hoc Team</li> <li>Ad Hoc Team verify and make decision</li> </ul>	<ul style="list-style-type: none"> <li>Official statement to the person submitting the complaints/appelas and the object of the complaint</li> <li>Publish the official statement (if necessary)</li> </ul>
OUTPUT	Complaint Form	Complaint Report	Decision Recommendation	Statement



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## 6.1 Acceptance of Complaints

- 6.1.1 PT Mutuagung Lestari Tbk accept the complaint from:
- Interested parties such as independent monitors or the government on company performance that has been assessed by MUTU
  - Complaints from auditees, Certificate Holders regarding the attitude of MUTU employees or subcontractors or MUTU services
  - MUTU service users

- 6.1.2 Complaints must be made in writing and addressed to PT Mutuagung Lestari Tbk. If the complainant submits a complaint verbally, MUTU will not take any action until the complaint is submitted in writing.

- 6.1.3 Complaints must include, but are not limited to, the following:
- Name and address of the complainant
  - Details of the reporting issue, and objective evidence to support the report
  - Complaints can be submitted via [datacenter@mutucertification.com](mailto:datacenter@mutucertification.com) or the website [www.mutucertification.com](http://www.mutucertification.com)

- 6.1.4 The manager must confirm the type of complaint received in the form of:

- Complaint
- Appeal
- Bribery
- Liability
- Confirmation
- Clarification

contained in the Complaint form (MUTU-4024) to be followed up and inform the receipt of a written complaint request

- 6.1.5 Complaints related to the auditee's performance are submitted in writing by attaching supporting data in the form of relevant evidence that has not been used in the verification process, also attach a clear identity of the person making the complaint, at least the name of the individual or institution, proof of identity, address and telephone number, as well as a statement that the information submitted is correct.

- 6.1.6 If a complaint is in the form of issues or news is considered to have content related to the certification process, it is necessary to record and clarify the source of the issue or news to get the truth.


- 6.1.7 For LPVI, complaint materials that can be followed up is accompanied by relevant evidence in the accreditation process, LPVI performance assessment, or LHHK verification, use of SVLK Signs, issuance of V-Legal Documents and issuance of Supplier Conformity Declarations, and PT. Mutuagung Lestari Tbk must provide response maximum 7 (seven) days from receipt of the complaint. LPVI submits a written answer to the complainant, based on the report of the Ad Hoc Complaint Resolution Team

- 6.1.8 Complaints that can be immediately followed up and closed, do not require complaint handling as described in 6.4

- 6.1.9 For the UHK LS Scheme based on the Decree of the Minister of Religion of the Republic of

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Indonesia Number 1251 of 2021 CHAPTER III Point F. Complaints or appeals must be submitted in writing at least containing:

- a. Name
- b. Address
- c. Telephone number where you can be reached and/or email address
- d. Supporting evidence that can be accounted for
- e. A statement that the information submitted is true and affixed with sufficient stamp duty

- 6.1.10 Complaints in the form of gratuities and lawsuits will be forwarded to the Internal Supervisory Unit Division for further follow-up.
- 6.1.11 Specifically for the GGL scheme, MUTU provide an initial response, including an outline of the MUTU's proposed course of action to follow up on the complaint or appeal, within two (2) weeks of receiving a complaint or appeal.
- 6.1.12 Specifically, the ISPO scheme must be made in writing by attaching the required documents in the form of
  - a. complaints made in writing and signed by the person suing or their attorney;
  - b. supporting documents; And
  - c. suggestions for how to solve the problem.

The complaint resolution team consists of 3 (three) people consisting of:

- a. ISPO LS as many as 2 (two) people; And
- b. 1 (one) expert.

Team members must have no relationship with the party submitting the complaint and have no interest in resolving the complaint. The complaint resolution team must decide on the complaint no later than 20 (twenty) days after receiving the request for complaint resolution. If the applicant is not satisfied with the complaint resolution team's decision, they can submit an appeal to the ISPO Committee.

Reporting related to Complaints to the Minister of Agriculture will be carried out simultaneously with the delivery of the quarterly report on the issuance of ISPO certification to the Minister of Agriculture which will be submitted on the link <https://linktr.ee/ispo> using the excel format provided by the Ministry of Agriculture


- 6.1.13 Specifically for the IFCC scheme, if MUTU receives a complaint regarding non-compliance with certification requirements by a client organization, or a complaint against a client organization that it has received or is aware of, then MUTU must notify the PEFC Council within 30 days.
- 6.1.14 Specifically for the Sustainable Biomass Program (SBP) scheme, Appeals will only be accepted if they are directly related to allegations of non-compliance with SBP requirements. The SBP Secretariat must be listed in the correspondence. Ref : SBP Standard 3 v2.0 point 15

## 6.2 Acceptance of Appeals

- 6.2.1 If the auditee cannot accept the decision made by the Certification Body relating to the certification process or certificate withdrawal, then that party can file an appeal.
- 6.2.2 All appeals must be written, addressed to the Head of SBU / Deputy Management and / or

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Operations Manager, and submitted no later than 14 (fourteen) calendar days from the submission of the result of the certification decision.

- 6.2.3 The appeal is accompanied by relevant evidence and data for consideration.
- 6.2.4 The manager will inform the appellant of receipt of the appeal in writing.
- 6.2.5 An appeal to the UHK LS in accordance with the Decree of the Minister of Religion of the Republic of Indonesia Number 1251 of 2021 CHAPTER III Point F is submitted within a period of no later than 7 (seven) working days from the date of submission of the official report on the results of the certification submitted in writing at least containing:
  - a. Name
  - b. Address
  - c. Telephone number where you can be reached and/or email address
  - d. Supporting evidence that can be accounted for
  - e. A statement that the information submitted is true and affixed with sufficient stamp duty
- 6.2.6 Specifically for the ISPO scheme, appeals are submitted by complainants who are dissatisfied with the results of the complaint decision made by MUTU. The appeal resolution process is carried out in accordance with Minister of Agriculture Regulation Number 38 of 2020. article 35, where the applicant submits an appeal to the ISPO Committee.
- 6.2.7 Specifically for the Sustainable Biomass Program (SBP) scheme, Appeals will only be accepted if they are directly related to allegations of non-compliance with SBP requirements. The SBP Secretariat must be listed in the correspondence. Ref : SBP Standard 3 v2.0 point 15
- 6.2.8 Specifically for the IFCC SFM scheme, the acceptance of appeals against the results of decisions is in accordance with the rules in the standards used. With certain considerations, to ensure adequate time, the deadline for filing an appeal can also be adjusted by agreement between the client and MUTU.

### 6.3 Complaint and Appeal Handling Personnel


- 6.3.1 Personnel who handle the complaint and appeal are personnel outside the audit/inspector team, decision makers on cases that are subject to complaints or appeals, parties who submit complaints or appeals, parties that are complained of, and related government agencies.

### PANEL TEAM

- 6.3.2 Panel team consist of one or more people who have the competence according to the complaint/appeal material
- 6.3.3 Member of panel team must:
  - a) Independent, no interest conflict
  - b) Has ability to assess the information presented in the complaint material
  - c) Understand the certification scheme system which is the subject of the appeal
  - d) Has interdisciplinary insight and can work with other member
  - e) Has high integrity and uphold objectivity in the complaint resolution process

### AD HOC TEAM

- 6.3.4 Ad Hoc Team consists of one or more people, or at least three people for the LPVI scheme, who have competence in accordance with the complaint or appeal materials.

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6.3.5 Member of Resolution of Complaint/Appeal Ad Hoc Team, must:


- a) Independent, no interest conflict
- b) Has ability to assess the information presented in the complaint/appeal material
- c) Understand the certification scheme system which is the subject of the appeal
- d) Has interdisciplinary insight and can work with other member
- e) Has high integrity and uphold objectivity in the complaint/appeal resolution process
- f) Agreed by both parties

#### 6.4 Complaint and Appeal Handling Process

- 6.4.1 The process of handling complaint and appeal at least includes the following elements and methods:
- a. The process of accepting, identifying, validating, investigating, and deciding what to do in response;
  - b. Recording and documenting complaints, including actions taken as a follow-up;
  - c. Ensure that appropriate corrections and corrective actions have been carried out based on the contents of attachment I MUTU-4024
- 6.4.2 Corrective action must be in accordance with the impact of the problem that occurs in the following stages:
- a. Identifying discrepancies in complaints
  - b. Determine the cause of the complaint discrepancy
  - c. Correct complaint discrepancies
  - d. Evaluate the need for action to ensure that non-compliant complaints do not occur again
  - e. Determine and implement in a timely manner, necessary actions
  - f. Record the results of actions taken
  - g. Review the effectiveness of corrective actions at least 6 months after the corrective actions are determined
- 6.4.3 The Operations / Technical Manager will verify all necessary information to validate complaints or appeals and take appropriate action. Submissions, investigations, and decisions do not result in acts of discrimination against the applicant and if necessary prepare a visit plan to investigate the correctness of the problem and corrective action taken. Complaint examination must also consider the effectiveness of the certified/inspected management system
- 6.4.4 If necessary, with a fee charged to the auditee, Certification/Inspection Body can engage independent examination body to verify the basis of the complaint
- 6.4.5 In terms of objective evidences can be ascertained but taking into account the weight of the complaint material, the management of PT Mutuagung Lestari Tbk forms a panel team to carry out verification, analysis and recommendations for complaint resolution. The Panel Team provides complaint resolution recommendations to management for follow up.
- 6.4.6 If the complaint material is considered critical enough, the Head of SBU and / or Manager and / or Panel Team will propose to management to form an Ad Hoc team for complaint resolution.
- 6.4.7 The panel team or Ad Hoc team will review all submitted documents to decide on an appeal. If necessary, the panel team or ad hoc team can invite interested parties related to its certification.
- 6.4.8 The progress of a complaint or appeal and its outcome will always be communicated to the

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complainant or appellant.

- 6.4.9 Panel team or Complaint and Appeal Resolution Ad Hoc team deliver the result of investigation which contain material test result and also complaint and appeal resolution recommendation to PT Mutuagung Lestari Tbk
- 6.4.10 The decision of the Panel Team or the Ad Hoc Team is the final decision and ties both the related company / authorized agency, and the Certification / Inspection Body. The certification / inspection body is responsible for all decisions at all levels of the complaint or appeal handling process
- 6.4.11 After receiving a decision from the Panel Team or the Ad Hoc Team, the Head of the SBU must immediately complete the complaint or appeal note, then give it to the Operations Manager to take appropriate action by notifying the decision in writing to the auditee or the party submitting a complaint or appeal.
- 6.4.12 Submission, Investigation, and Resolution of Complaint and Appeals do not result in acts of discrimination against the complainants or appellants
- 6.4.13 The agenda and meeting result must be distributed to related parties by the operations manager with head of SBU/Vice Management approval
- 6.4.14 All notes related to assessment and the result have to be maintained by Operations Manager and/or Quality Assurance Manager and confidential
- 6.4.15 Auditee has to take corrective action that is needed according to the recommendation from PT Mutuagung Lestari Tbk
- 6.4.16 If possible, Certification body give official statement at the end of the process of handling complaint and appeals to person submitting complaints and parties with interest
- 6.4.17 Certification body has to decide together with auditee and complainant, whether the coverage of the complaint problem and its resolution should be published
- 6.4.18 Especially for LPVI schemes, the resolution of complaints or appeals is submitted in writing to the complainant or appellant no later than 20 (twenty) calendar days from the receipt of the complaint or appeal report and the resolution of the complaint or appeal forwarded to the Ministry of Environment and Forestry (KEMEN-LHK)
- 6.4.19 During settlement process of complaint / appeal, certificate that has been issued is still valid
- 6.4.20 The Certification Body shall have a system to collect feedback from their clients on the performance of the audit and its auditors
- 6.4.21 The Certification Body shall make available procedures for handling of complaints and appeals on its website. This shall include complaints against the certified organization, the certification decision or the Certification Body itself
- 6.4.22 The Certification Body shall not make any verification or clarification statement public regarding the outcome of the investigation on the complaint of their certified client
- 6.4.23 Especially for the LS UHK scheme, the settlement related to the appeal is submitted in writing to the party who filed the appeal within a period of no later than 7 (seven) working days from the receipt of the appeal.
- 6.4.24 Specifically for IFCC, MUTU shall provide summary reports to the relevant PEFC Council and IFCC Secretariat for resolved complaints and appeals, including at a minimum:

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- a. Identification of the complaint or appeal filed
- b. Identification of the client organization
- c. Subject of the complaint
- d. Summary of the complaint handling process
- e. Outcome or resolution of the complaint

6.4.25 Spesial SBP Scheme of complaints and appeals, in particular to :

- a. Acknowledge receipt of a complaint or appeal. The SBP Secretariat shall be included in the correspondence;
- b. Provide an initial response, including an outline of the CB's proposed course of action to follow up on the complaint or appeal, within two (2) weeks of receiving a complaint or appeal;
- c. Keep the complainant(s)/ appellant(s) informed of progress in evaluating the complaint/appeal;
- d. Investigate the allegations and specify all its proposed actions in conclusion to the complaint or appeal within three (3) months of receiving the complaint or appeal; and
- e. Notify the complainant when the complaint is considered to be closed, meaning that the CB has gathered and verified all necessary information, investigated the allegations, taken a decision on the complaint and responded to the complainant.

Ref : SBP Standard 3 v2.0 point 15

6.4.26 The status of the complaint sent by the Reporter to MUTU is declared to have been fulfilled and closed if:

- a. The Reporter does not provide a response within 14 working days since the response from MUTU was sent.
- b. The Reporter does not provide a response within 20 working days since the response from MUTU was sent, specifically for the ISPO scheme.


## 6.5 Complaint and Appeal that can be resolved

6.5.1 Disputes over complaints or appeals occur when both parties (Certification Bodies and Auditees) do not find a solution to the problem submitted and agree to resolve it through a third party, such as the Arbitration Board or Court or KAN

6.5.2 For LPVI schemes, complaints or appeals can be submitted to KAN, with a copy to the Minister c.q. to the Ministry of Environment and Forestry (KEMEN-LHK)

6.5.3 The Operations Manager and / or the Head of the SBU are responsible for resolving this problem through the third party until it is resolved.

6.5.4 All costs incurred as a result of problem solving through a third party will be borne by both parties proportionally.

	PT MUTUAGUNG LESTARI TBK		
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## 7.0 DOCUMENTATION

This procedure is documented in the form of files (hard copy) and / or electronic media (soft copy), can be in Indonesian Bahasa or other languages, all of which have the same status and legality.

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## 8.0 DOCUMENT LIST

- 8.1 MUTU-4014: Attendance List
- 8.2 MUTU-4023: Complaint Notes Form
- 8.3 MUTU-4024: Complaint Form
- 8.4 MUTU-4025: Declaration Of Independence, Impartiality, Conflict Of Interest Confidentiality & Anti-Bribery

Confidential Copy untuk : Website PT Mutuagung Lestari Tbk