

Complaints Procedure

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Complaints Procedure

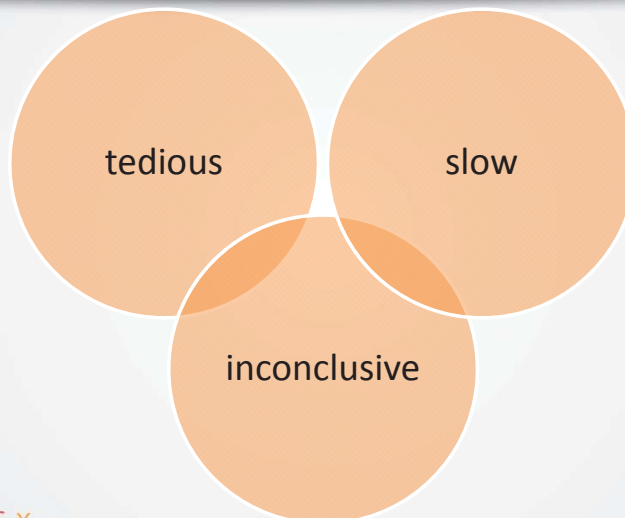
A Critical Component of
RSPO's activities and
the most visible part



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Complaints Procedure criticism



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Background

RSPO

- is a not-for profit Association

Objective

- “transform markets to make sustainable palm oil the norm.”



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Background

RSPO
members

- **1,033*** as at 12 Oct 2012

Certified
Growers

- **37**



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Background

Certified Mills

• 175

Production Acreage

• 1,485,040ha



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Background

Complaints Lodged

• 31

Cases Resolved

• 4



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Complaint Procedure

sustainability challenges

not all situations follow standardised approaches and reach undisputed outcomes

conflicting perceptions by different stakeholders, resulting in complaints

RSPO is focusing on dialogue as the means to address and resolve complaints

Complaints Procedure

the need for a complaint system

- Providing a focal point for complaints against RSPO members or the RSPO system itself

- Providing a fair, transparent and impartial process to duly handle and address complaints against RSPO members or against the RSPO system itself

- Facilitates actions or initiatives that may enhance future dealings between parties

Objective of Complaints Procedure

Framework
to address
complaints
against

RSPO
members

RSPO
system itself

Objective of Complaints Procedure

To ensure that
any alleged
breaches of

RSPO Statutes,
By-laws,
motions or any
other approved
articles

are fairly,
impartially and
transparently
resolved

Objective of Complaints Procedure



To protect
RSPO's
integrity

Basis of Complaints



Accessibility

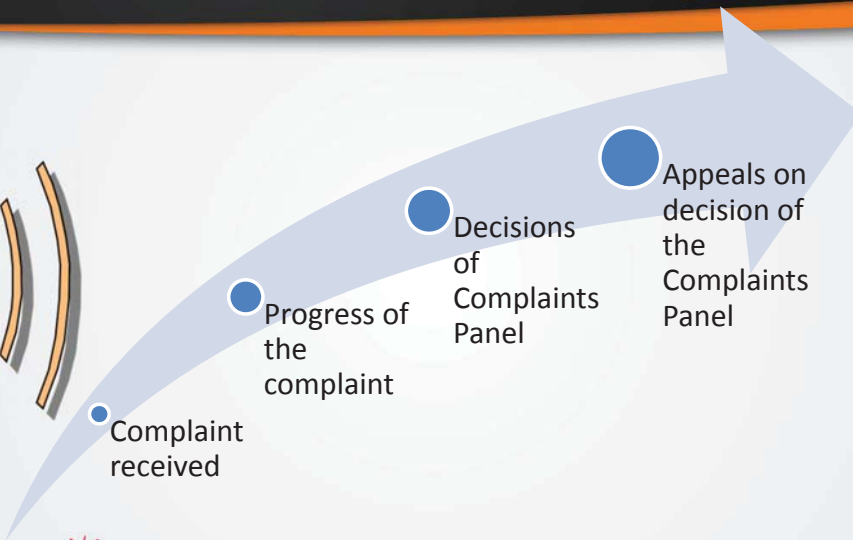
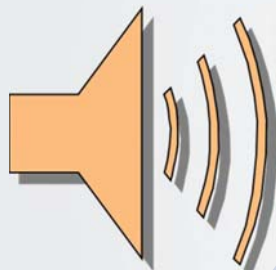


complaints



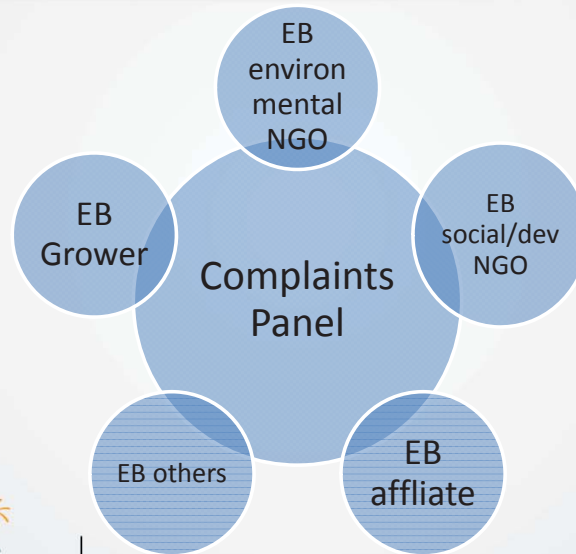
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Announcements & Communications

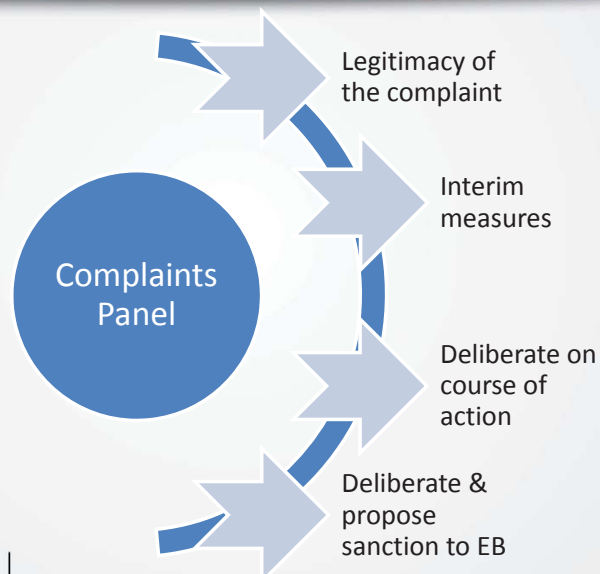


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Composition of Complaints Panel



Role of the Complaints Panel



Critical Issues

Transparency

RSPO P&C Principle 1: Commitment to transparency

- Criterion 1.1
- Oil palm growers and millers provide adequate information to other stakeholders on environmental, social and legal issues relevant to RSPO Criteria, in appropriate languages & forms to allow for effective participation in decision making
- Indicators: Records of requests and responses must be maintained.
- Guidance:
- Growers and millers should respond constructively and promptly to requests for information from stakeholders.

Critical Issues

Transparency

RSPO P&C Principle 1: Commitment to transparency

- Criterion 1.2
- Management documents are publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.

Critical Issues

Transparency

RSPO P&C Principle 1: Commitment to transparency

- Criterion 1.2
- Indicators:
 - This concerns management documents relating to environmental, social and legal issues that are relevant to compliance with RSPO Criteria. Documents that must be publicly available include, but are not necessarily limited to:
 - Land titles/user rights (criterion 2.2).
 - Health and safety plan (4.7).
 - Plans and impact assessments relating to environmental and social impacts (5.1,6.1, 7.1, 7.3).
 - Pollution prevention plans (5.6).
 - Details of complaints and grievances (6.3).
 - Negotiation procedures (6.4).
 - Continuous improvement plan (8.1).

Critical Issues

Transparency

RSPO P&C Principle 1: Commitment to transparency

- Criterion 1.2
- Guidance:
 - Examples of commercially confidential information include financial data such as costs and income, and details relating to customers and/or suppliers. Data that affects personal privacy should also be confidential.
 - Examples of information where disclosure could result in potential negative environmental or social outcomes include information on sites of rare species where disclosure could increase the risk of hunting or capture for trade, or sacred sites which a community wish to maintain as private. For national interpretation, specific approaches to personal privacy safeguards, including any legal requirements, should be considered.

Critical Issues

Documentation & evidence

Anybody can complain !

All complaints must be verified by evidence

RSPO Complaints Panel can only act against members

Critical Issues

Methods

Engagement

Dialogue

Discussion

Critical Issues

Methods

TALK TO EACH
OTHER



PERCEPTIONS
VARY



REALITIES ARE
DIFFERENT



engagement



Critical Issues

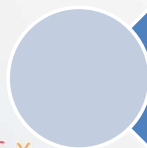
timeframes



Average complaint takes
min.3 months to resolve



Complex cases take
longer



Cooperative members
accelerate resolution



Thank you



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