Complaints Procedure

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Complaints Procedure

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

criticism

tedious slow inconclusive
Background

RSPO
- is a not-for profit Association

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

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

Certified Growers
- 37
Background

Certified Mills • 175
Production Acreage • 1,485,040ha

Background

Complaints Lodged • 31
Cases Resolved • 4
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

- 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

- RSPO Rules for Trade and Traceability
- Communication and Claims
- RSPO Certification Systems
- RSPO Statutes and By-laws
- RSPO Principles & Criteria
- National interpretation of RSPO P&C
- New Plantings Procedure
- code of Conduct for Members

10 Years Of Driving Sustainability. A Business Model For The Future.
Composition of Complaints Panel

- EB environmental NGO
- EB social/dev NGO
- EB affiliate
- EB others
- EB grower

Role of the Complaints Panel

1. Legitimacy of the complaint
2. Interim measures
3. Deliberate on course of action
4. Deliberate & propose sanction to EB
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.

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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).

Example 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.

Example 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

Critical Issues

timeframes

Average complaint takes min. 3 months to resolve
Complex cases take longer
Cooperative members accelerate resolution
Thank you