

PLENARY 5: UPSCALING THE COMPLAINTS SYSTEM

15 November 2018

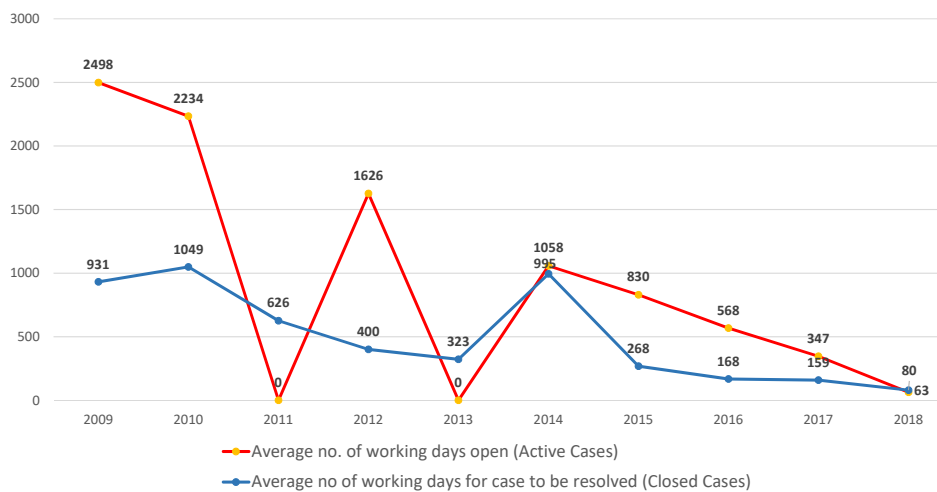


**A Renewed Commitment to
Achieving Market Transformation**



1. Complaints Statistics

Average No. of Working Days Open & for Case to be Resolved (2009 - 31 Oct 2018)



122 Complaints
Received in Total

70 Complaints Closed in
Total

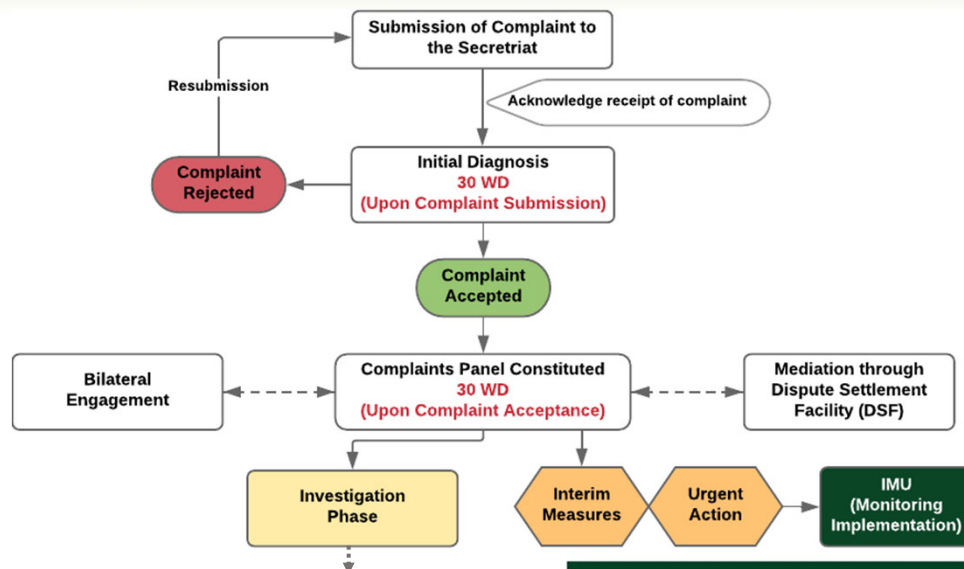
Notes:

- **10** Complaints post final decision by the Complaints Panel and pending closure;
- **5** Complaints pending State-led processes.

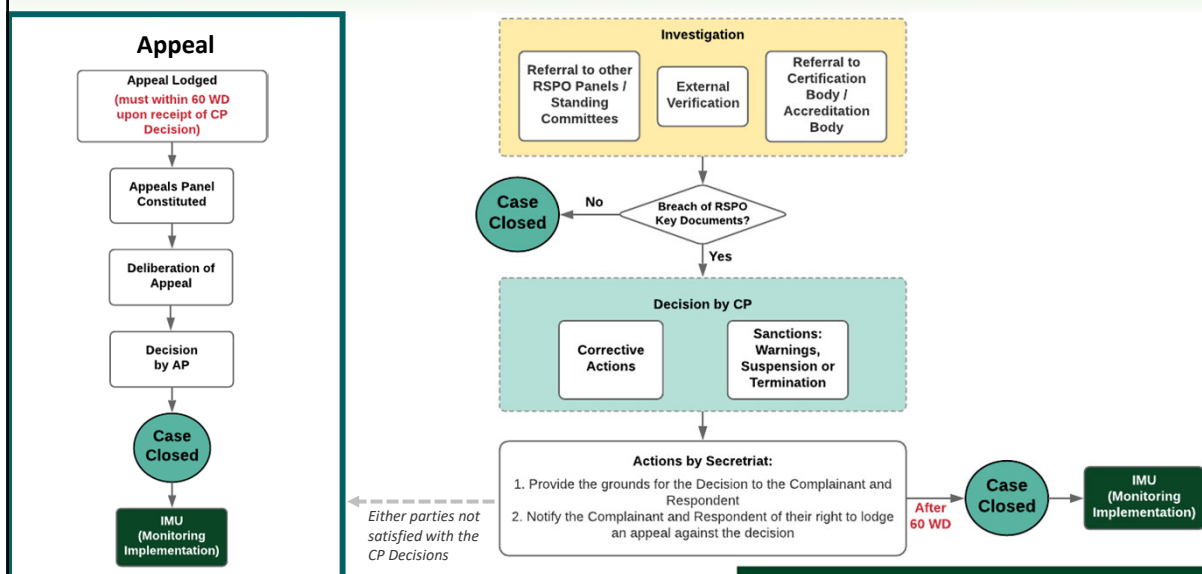
Key Trend:

- The CP has delivered final decisions on **67%** of Complaints received since 2009.

2. Complaints & Appeal Procedure 2017



Complaints & Appeal Procedure 2017 cont.



3. Role of Complaints Panel

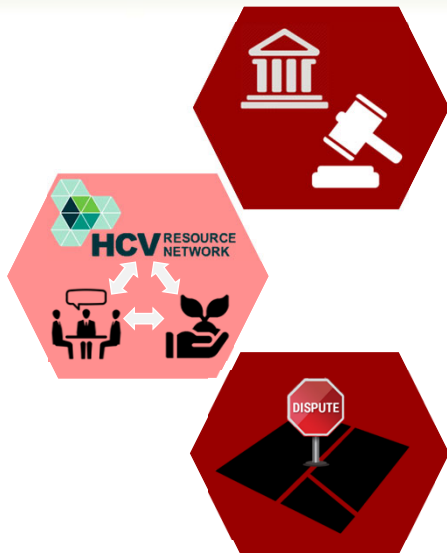


4. Key Trends



5. Key Challenges

Factors impacting timeline of resolution



Challenges from the Secretariat & CP side



Scope of directives and sanctions



Key comments highlighted in the survey



Communication & Procedures

- Timely communication.
- Effective procedures with time bound commitment.
- More visibility & transparency.



Decision & Resolution

- Shorter timeline to resolve a Complaint.
- Stronger Corrective Actions.
- To use interim measures to protect HRDs.

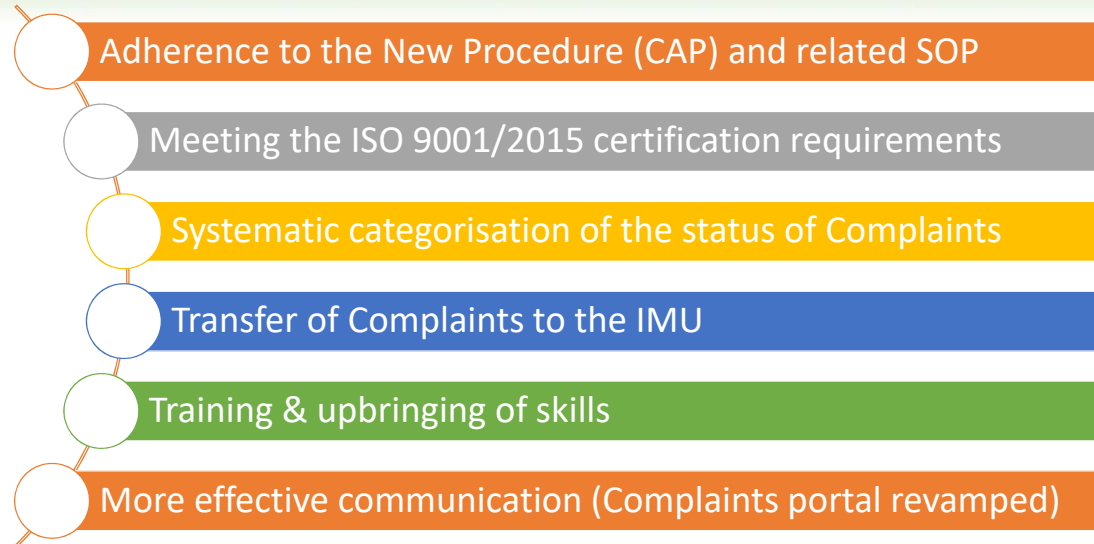


Complaints Panel

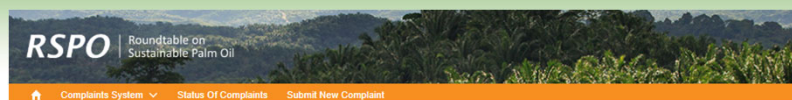
- Fully funded, independent panel.
- Increase capacity for investigation.
- Direct contact & communication with the parties.
- Balance representation.



6. Addressing the Challenges - Strengthening the Complaints System



7. Improvement in Communication



Company X (a subsidiary of Company Y) (Respondent)
XYZ Organisation (Complainant)



COMPLAINT BACKGROUND

Complaint Reference	RSPO/2017/05/CH
Status	Investigation
Respondent	Company X (a subsidiary of Company Y)
Complainant	XYZ Organisation
Date Complaints Submitted	08 Oct 2017
Date Complaints Accepted	
Membership Sector	Oil Palm Growers
Location of Complaint	Indonesia
Region / District / Province	Kalimantan
Summary of the Complaint	The complainant has stated that the company has operated on his land without compensation.

A new Case Tracker!

Progress bar
*which reflect the status of the Complaint

Complaints Reference no.
e.g.: RSPO/2017/05/CH


Year of the Complaint Received

Running Case number

Case Manager Initial

Confidentiality:

- If the Complainant wants to remain confidential, the Complainant's name will be written as **"Confidential"**.




COMPLAINT UPDATE

DATE	UPDATE	DOCUMENTS
09 Oct 2018	Appeals Panel Decision Letter delivered and the Case is closed.	Appeals Panel Decision Letter.pdf
26 Sep 2018	To deliver decision letter on appeal.	
23 Aug 2018	Appeals Panel meeting scheduled on 4 September 2018.	
25 Jul 2018	To proceed with the Appeal process.	
22 Jun 2018	Notice of Appeal.	Notice of Appeal.pdf
18 Jun 2018	There is no response since the decision letter was delivered.	
25 May 2018	CP to deliver the decision	
25 Apr 2018	Secretariat to deliver the decision letter.	Decision Letter.pdf
28 Mar 2018	Secretariat to send the decision letter to the CP and proceed to close the case.	
21 Feb 2018	To follow up with the Complainant on the new information shared with regards the claims lodged with the Malaysian labour court.	

Cleaner & transparent Case Updates

The documents are aligned with the case updates.



8. Role of the CP in Standard Setting & Interpretation Processes

P&C Review Task Force

Financial Institution Task Force

BHCV Working Group

Human Rights Working Group

9. To address threats against HRDs



RSPO | Roundtable on Sustainable Palm Oil

RSPO Policy on the Protection of Human Rights Defenders, Whistleblowers, Complainants and Community Spokespersons



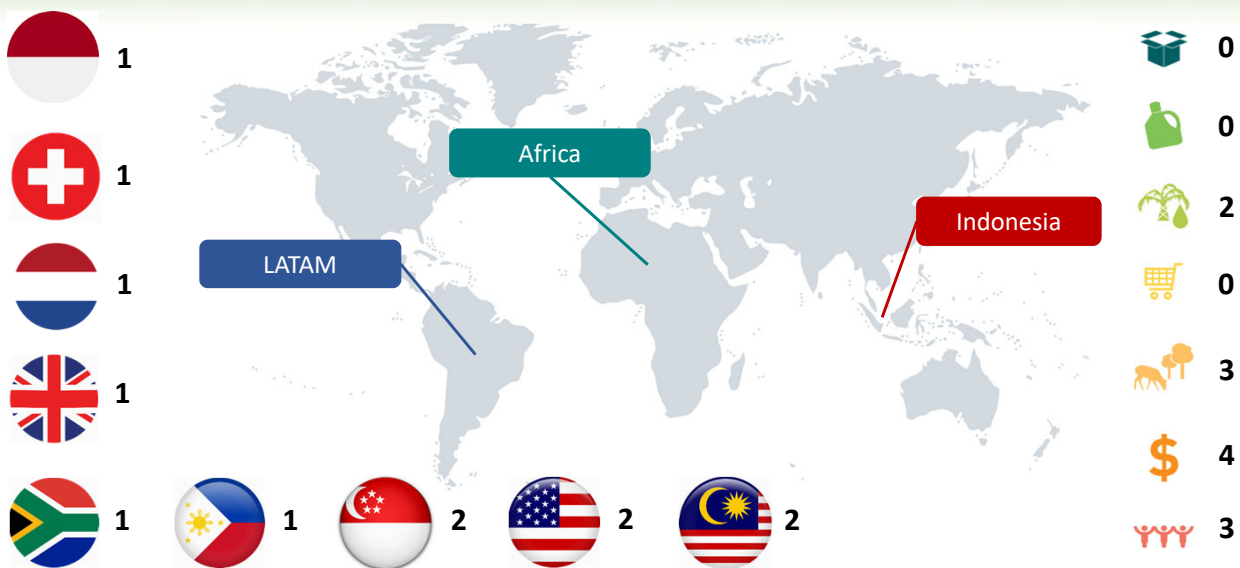
RSPO Policy on the Protection of Human Rights Defenders, Whistleblowers, Complainants and Community Spokespersons 2018
Endorsed by the RSPO Board of Governors, on 24th September 2018
RSPO-POL-T08-003 V1 ENG



- Developing and strengthening procedures to ensure effective alignment with the HRD Policy.
- Use of new technology – Ulula



10. Expanding the Complaints Panel





Scope of Work

- Complaints Panel Meetings
 - once a month (via webex) + 3 to 4 physical meetings a year
- Review complaints documents, conduct investigations, deliberate and deliver decisions
- Support review and strengthening of procedures
- Support with standard setting and outreach activities

Thank You