
	<b>MALAYSIAN SUSTAINABLE PALM OIL (MSPO) SCHEME</b>	Doc. No.:	MPOB/MSPO/SWAC/03
		Eff. Date:	19 Nov 2013
	<b>Procedures for Handling of Appeal and Complaints</b>	Issue No.:	1
		Rev. No.:	0

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## 1. Introduction

MS2530:2013 was developed to implement sustainability requirements in the oil palm industry. Sustainability requirements include the environment, social responsibility and economics. Based on this standard a certification scheme was established. This document refers to procedure for handling of appeal and complaints for the certification scheme.

Complaint is an expression or dissatisfaction, other than appeal, by any person or organization to Certification Body (CB) or MPOB relating to the MSPO certification activities, where response is expected.

Appeal is a request by a organization for reconsideration of any adverse decision made by CB related to its desired certification status.

## 2. Scope

This procedure prescribes the step to be taken and indicated personnel responsible on handling of appeal and complaints from customers.


## 3. Normative References

In addition to normative references as listed in MSPO-QM Appendix II – MSPO Certification System, following normative references apply for the users of MSPO-QM appendix IV:

- 3.1 ISO/IEC 17021:2011 – Conformity assessment – Requirements for bodies providing audit and certification of management systems
- 3.2 ISO/IEC 17011:2004 – Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies – CAB 2: Complaints
- 3.3 ISO/IEC 17011:2004 – Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies –CAB 3: Appeals

## 4. Appeals

- 4.1 The certification body shall have a documented process to receive, evaluate and make decisions on appeals.
- 4.2 The certification body shall responsible for all decisions at all levels of the appeals-handling process. The certification body shall ensure that the persons engaged in the appeals-handling process are different from those who carried out the audits and made the certification decisions.
- 4.3 Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.
- 4.4 The appeals-handling process shall include at least the following elements and methods:


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- i. An outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of the previous similar appeals
  - ii. Tracking and recording appeals, including actions undertaken to resolve them
  - iii. Ensuring that any appropriate correction and corrective action are taken
- 4.5 The certification body shall acknowledge receipt of the appeal and shall provide the appellant with progress reports and the outcome.
- 4.6 The decision to be communicated to the appellant shall be made by, or reviewed and approved by individual(s) not previously involved in the subject of appeal and satisfies the requirements of impartiality and no conflict of interest.
- 4.7 The certification body shall give formal notice to the appellant of the end of the appeals-handling process.
- 4.8 The CB shall notify MPOB in writing the status of appeal process of the effected organization.
- 4.9 An appeal summary report together with any relevant documents shall be compiled and submitted to the Director General of MPOB for review and records.

## **5. Complaints**

### **5.1 Complaints addressed to Certification Bodies**

- 5.1.1 Upon receipt of a complaint, the certification body shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the client's MSPO certification.
- 5.1.2 Any complaint about a certified client shall also be referred by the certification body to the certified client in question at an appropriate time.
- 5.1.3 The certification body shall have a documented process to receive, evaluate and make decisions on complaints. This process shall be subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.
- 5.1.4 The complaints-handling process shall include at least the following elements and methods:
- i. An outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of the previous similar appeals
  - ii. Tracking and recording appeals, including actions undertaken to resolve them
  - iii. Ensuring that any appropriate correction and corrective action are taken
- 5.1.5 The certification body receiving complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.

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- 5.1.6 Whenever possible, the certification body shall acknowledge receipt of the complaint, and shall provide the complainant with the progress reports and outcome.
- 5.1.7 The decision to be communicated to the complainant shall be made by, or reviewed and approved by individual(s) not previously involved in the subject of complaint.
- 5.1.8 Whenever possible, the certification body shall give formal notice to the complainant of the end of the complaints-handling process to the complainant.
- 5.1.9 The CB shall notify MPOB in writing the complaint status of the effected organization.
- 5.1.10 The complaint summary report together with any relevant documents shall be compiled and submitted to the Director General of MPOB for review and records.

## **5.2 Complaints addressed to MPOB**

### **5.2.1 Complaint about MPOB**

- 5.2.1.1 When the complaint involves MPOB directly (through E-Aduan), the Investigation Officer (IO) shall investigate and make recommendations to the Director General of MPOB on all issues relevant to MPOB. In resolving all the issues, the IO shall consider both immediate and long-term action required by all parties concerned.
- 5.2.1.2 Once conclusion is reached, the IO shall write to the parties concerned advising them of those parts of the outcome that affect them.

### **5.2.2 Complaint about certification bodies**

- 5.2.2.1 Consistent with confidentiality requirements, the IO shall formally bring the substance of the complaint and any relevant facts to the notice of the complaine, even where these have already been made known to the complaine to the complainant. The IO will formally request the complaine to respond to MPOB, within 14 days, giving comments on the complaint and detailing the actions the organization proposes or has taken to investigate and resolve the matter. The IO should ensure that the complaine considers the immediate and long-term aspects.
- 5.2.2.2 The IO shall update the follow-up action of the complaints register. If correspondence is not received from the complaine within the specified period of time, a reminder will be dispatched. Extended delays shall be brought to the attention of the Director General.
- 5.2.2.3 There may be a need for several rounds of correspondence between MPOB and interested parties, and on-site follow-up action with the CB. All correspondence arising from the complaint shall be placed in the complaints file.
- 5.2.2.4 Once the IO is satisfied that the matter is resolved, the IO shall ensure that the complainant is advised of the outcome, complete the file and update the complaints register.