

Towards an Integrated Complaints System

Holly Jonas, Ridge to Reef
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RSPO RT-13, Kuala Lumpur

Process Overview





1

Technical review of links and loopholes between complaints-related components of RSPO

'Loopholes' Review (1)

- Reviewed all RSPO documents (standards and procedures) that have or should have links to Complaints System
- Multiple pathways for complaints
 - Within RSPO: Certification Standing Committee, NPP, DSF, Remediation & Compensation, Complaints Panel, etc.
 - Outside of RSPO: company-level mechanism, ASI, HCV-Resource Network, ISEAL Alliance, etc.

MANY loopholes and inconsistencies ...

'Loopholes' Review (2)

Overarching & cross-cutting recommendations:

- ① Develop framework for integrated complaints system and streamline all related procedures and subsidiary bodies
- ② Develop clearinghouse and central monitoring system for complaints and Secretariat mechanism(s) for compliance
- ③ Ensure clear mandates and procedures for revising and developing documents; include provision for complaints concerning any / every RSPO standard and procedure
- ④ Establish clear labelling and filing system for all procedures and docs
- ⑤ Update all components and documents to reflect current terms



2

Draft Integrated Complaints System Procedures

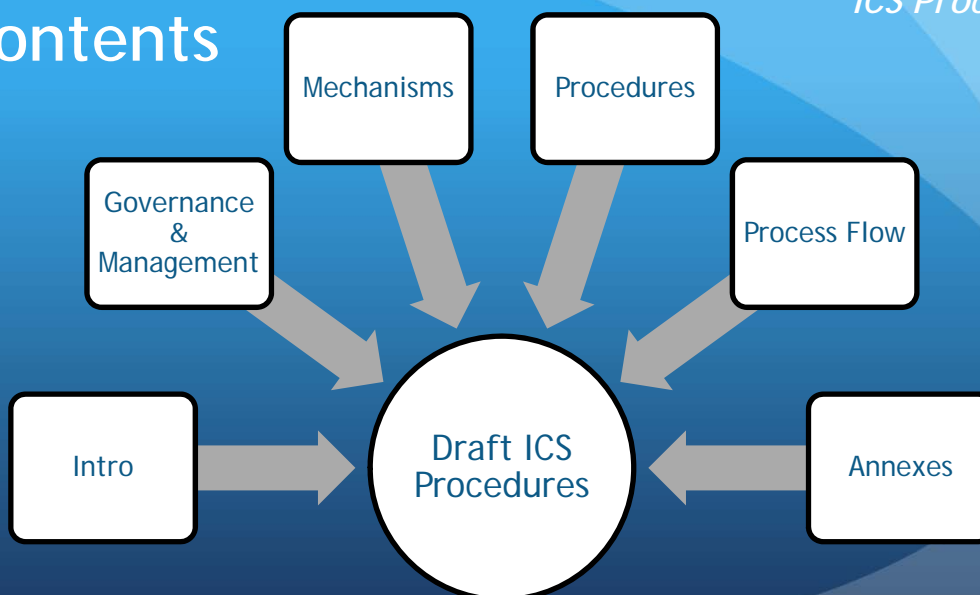
Key Changes

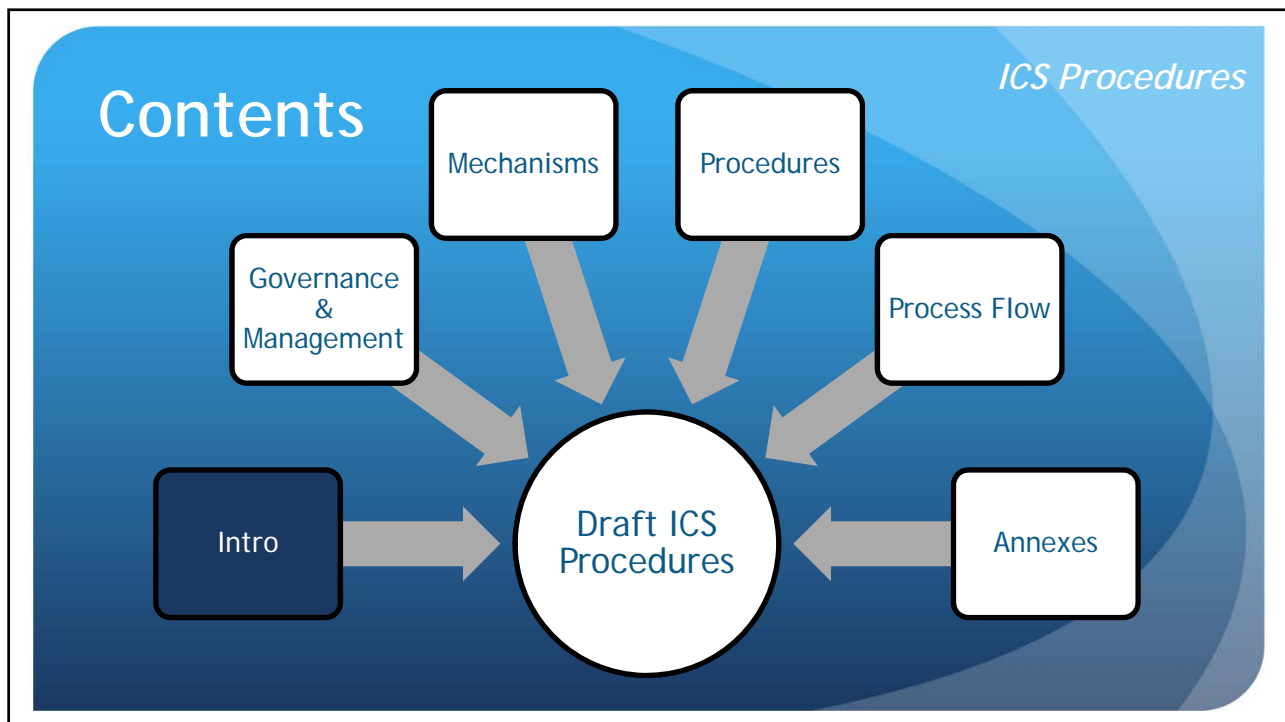
ICS Procedures

- Overall structure + new sections and annexes, e.g.:
 - Distinction between RSPO components that complaints concern vs. diverse ways (mechanisms) to address them
 - Central 'clearinghouse' for receiving and handling complaints: more onus on Secretariat, less on Panel
 - New Codes of Conduct for Secretariat, Complaints Panel members and parties to complaints
- Much more clear & detailed (but still flexible), e.g.:
 - Guiding principles
 - Comprehensive list of bases of complaints
 - Guidance about different mechanisms for addressing complaints
 - Revised Complaints Flowchart and Complaint Form

Contents

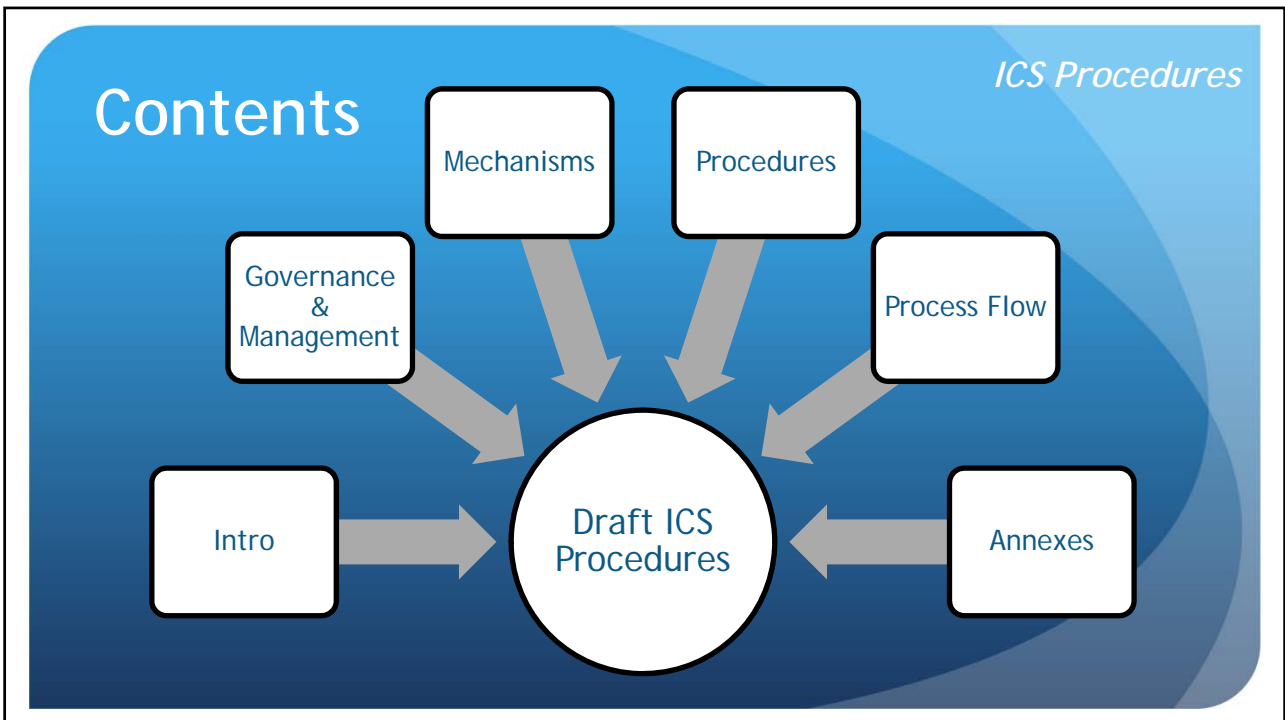
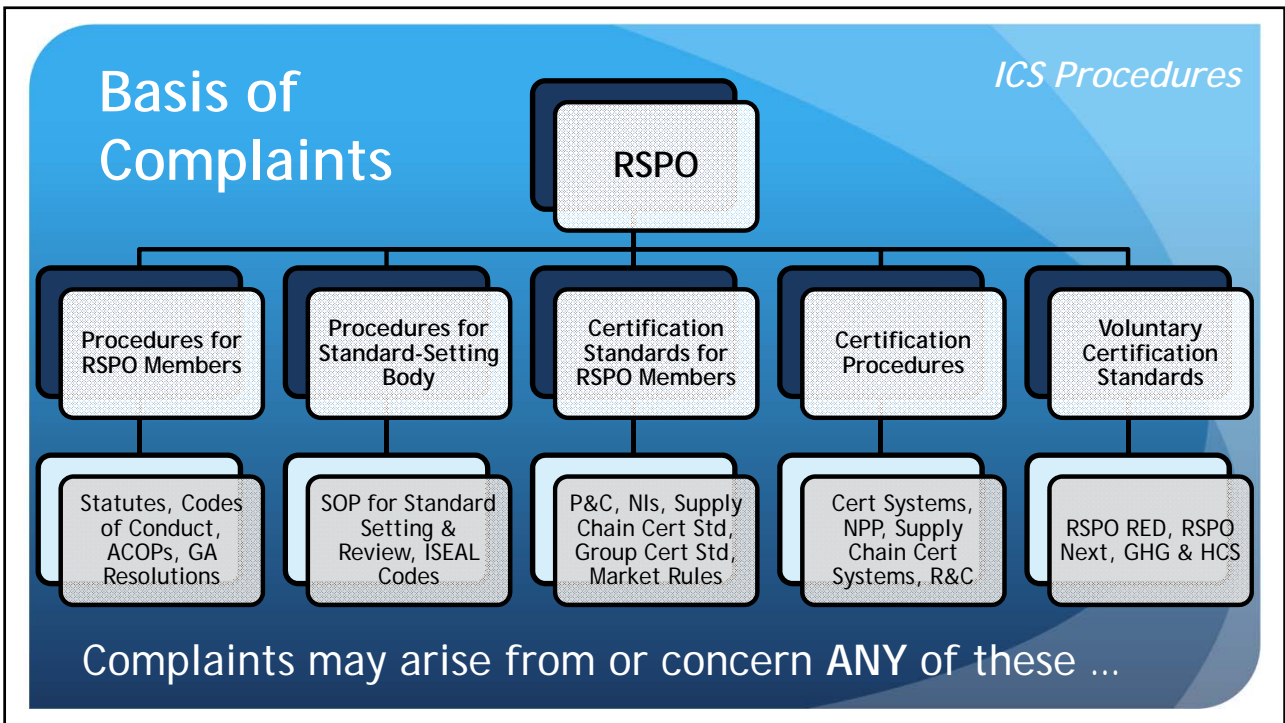
ICS Procedures

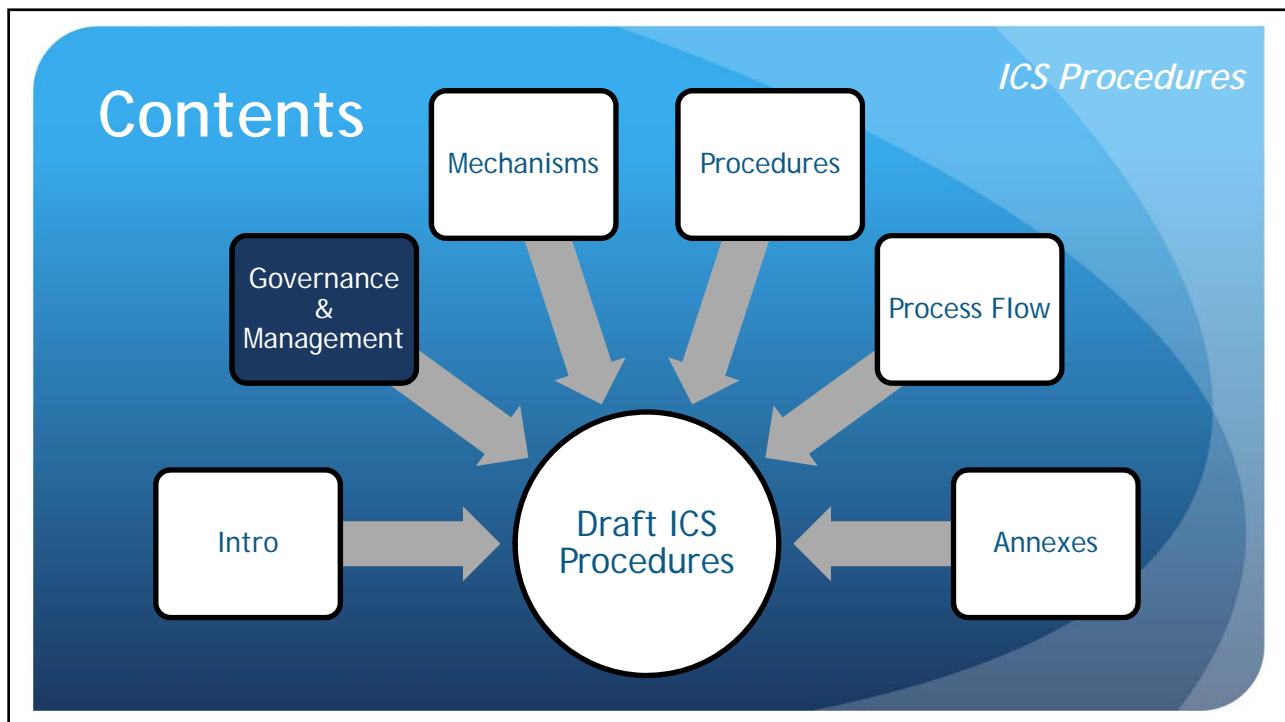




1) Introduction *ICS Procedures*

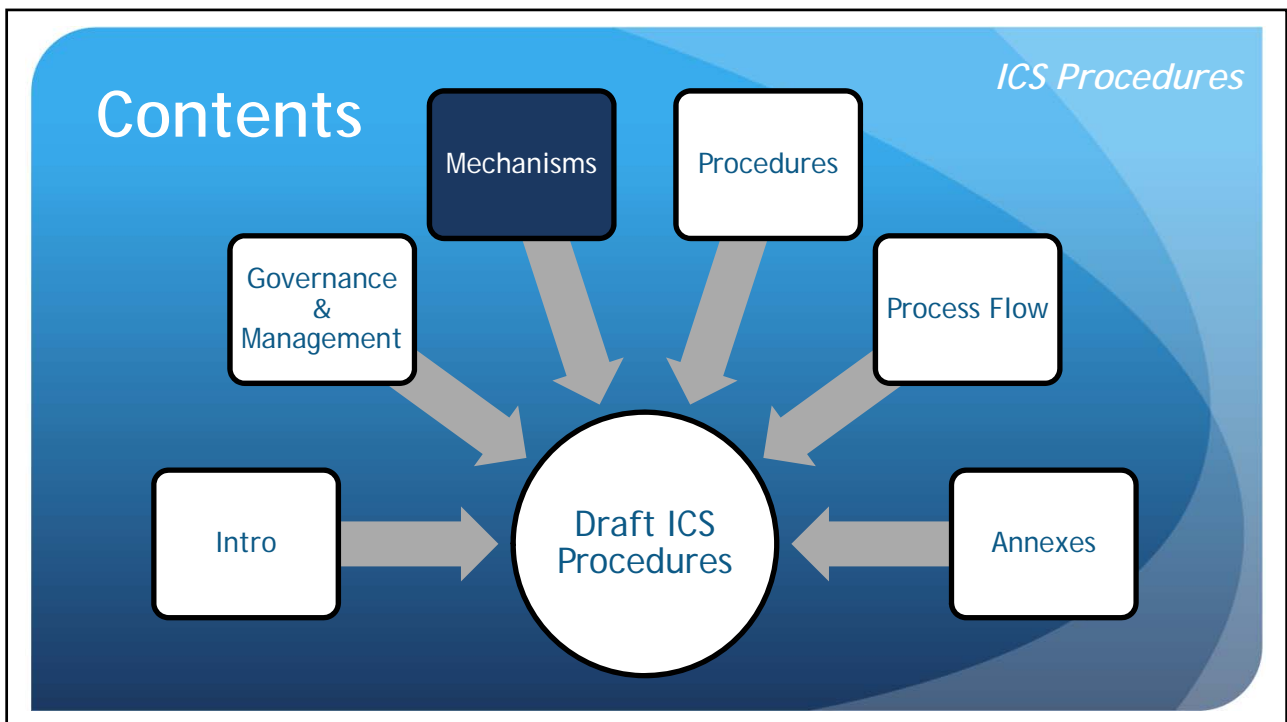
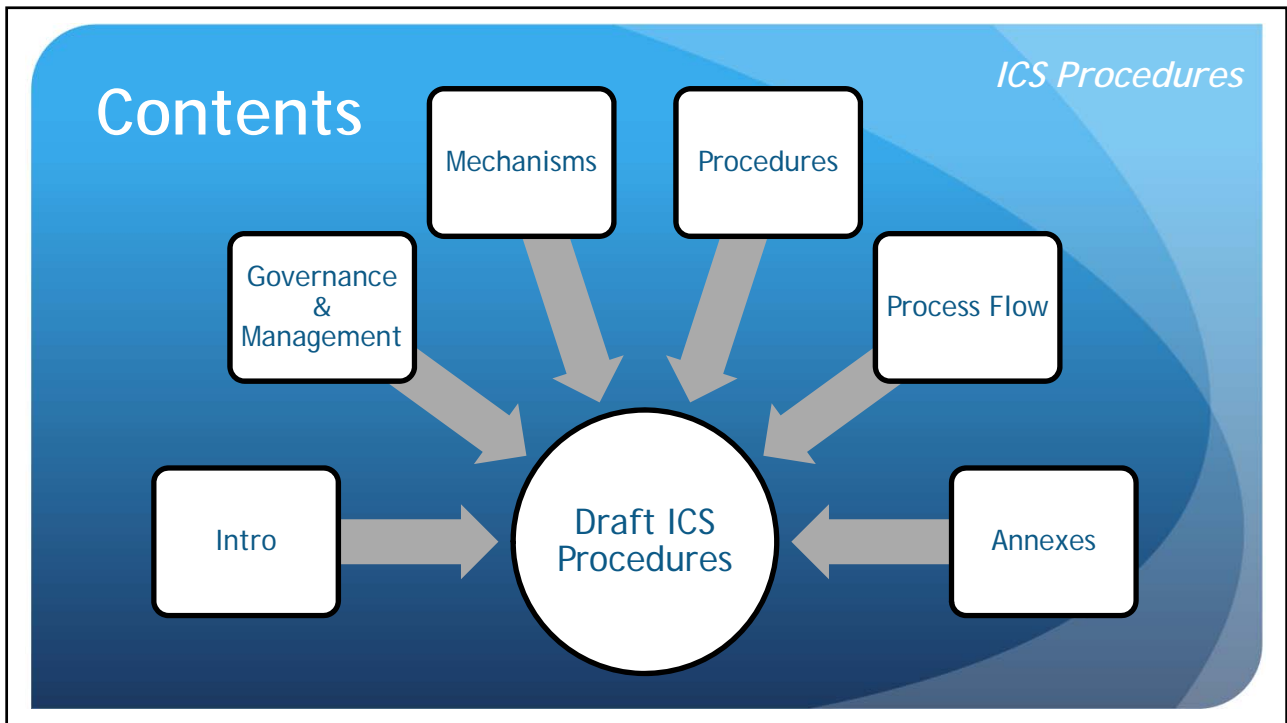
- Background, objectives and scope *(pretty similar)*
- Basis of the ICS *(new)*
 - UN Guiding Principles on Business & Human Rights, ISEAL Alliance Code, GA Resolutions
- Guiding principles of the ICS *(new)*
 - Prevention, collective responsibility, subsidiarity, respectful engagement in good faith, adaptation and innovation
- Basis of complaints *(revised, now covers all of RSPO)*
 - 5 main categories *(next pg)*
- Standing *(new)*
- Accessibility *(revised)*

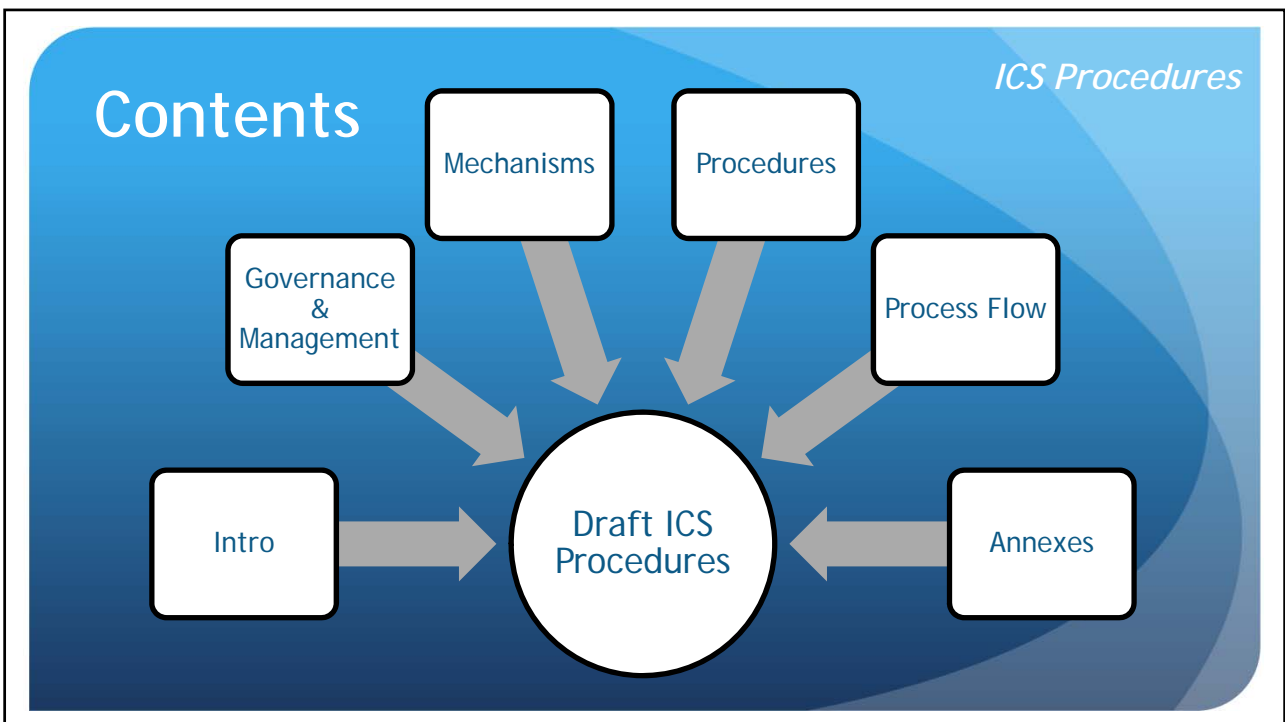
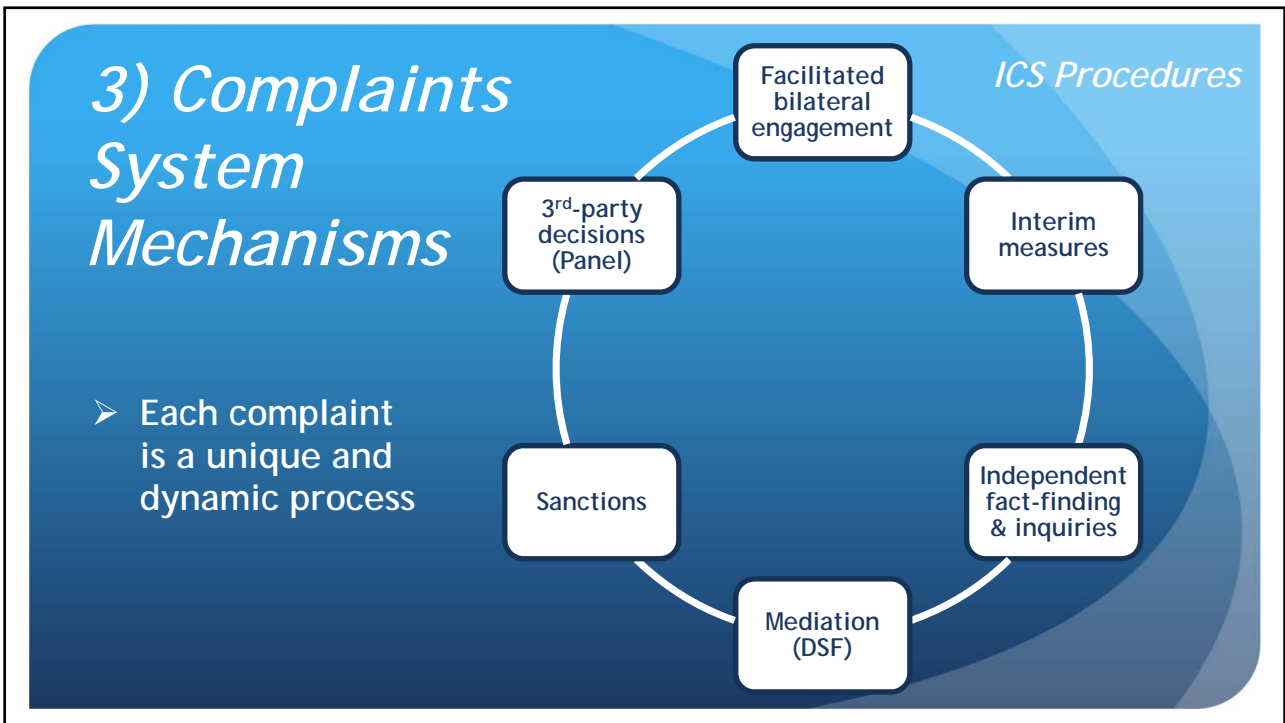


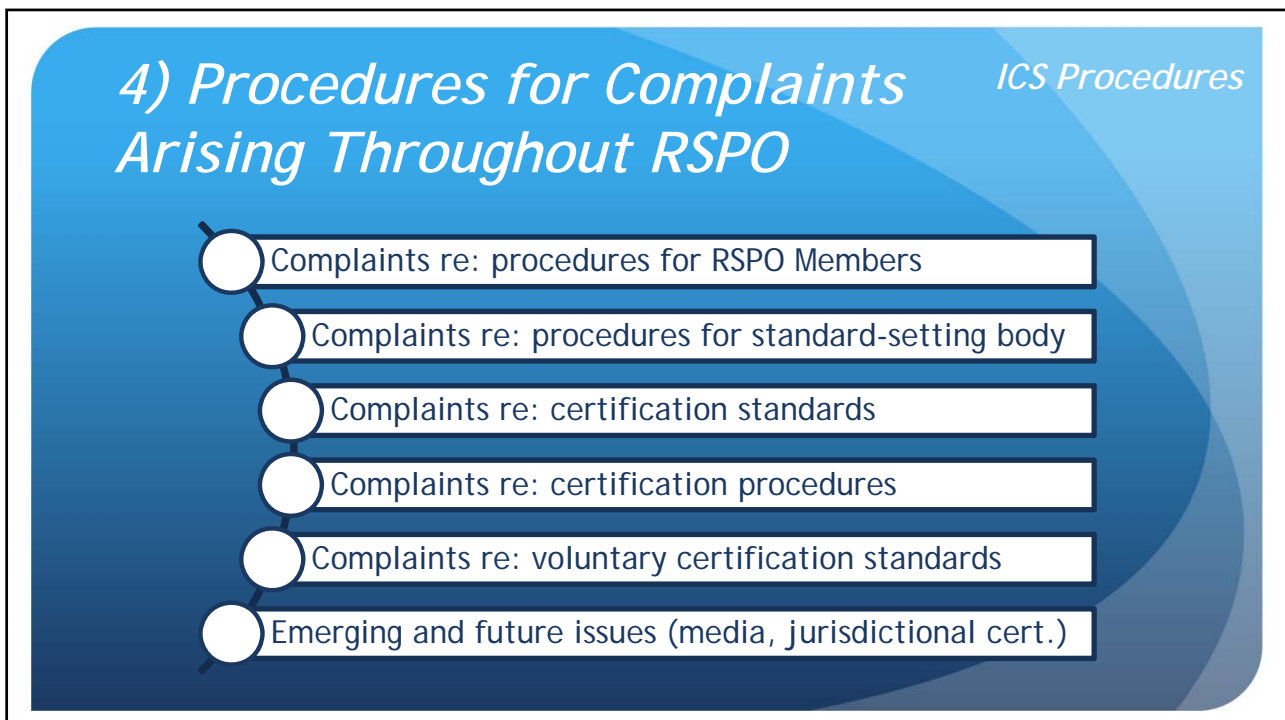
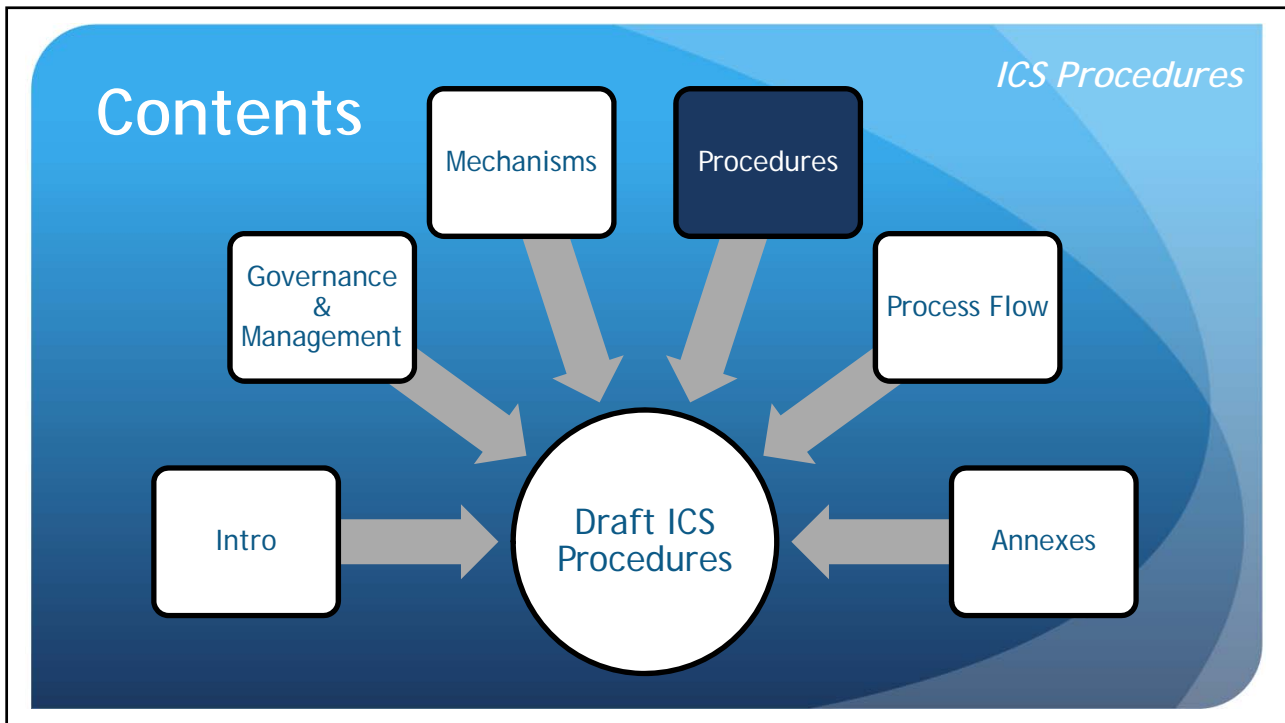


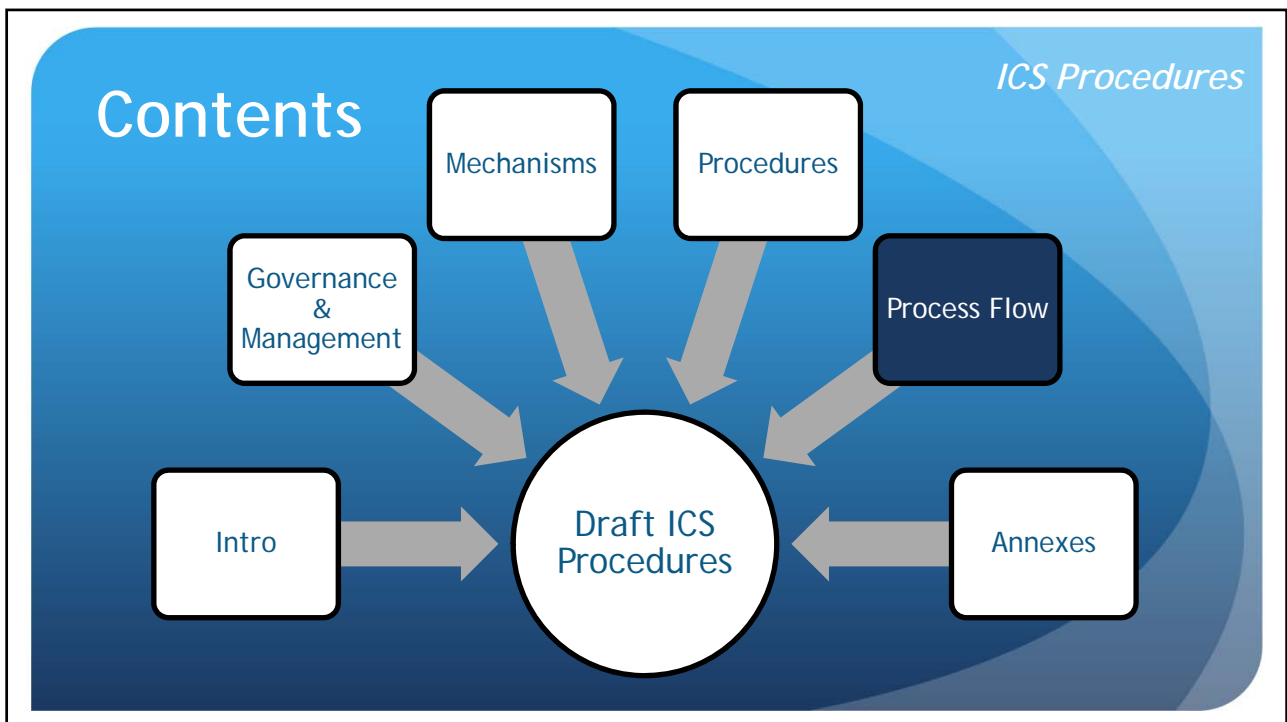
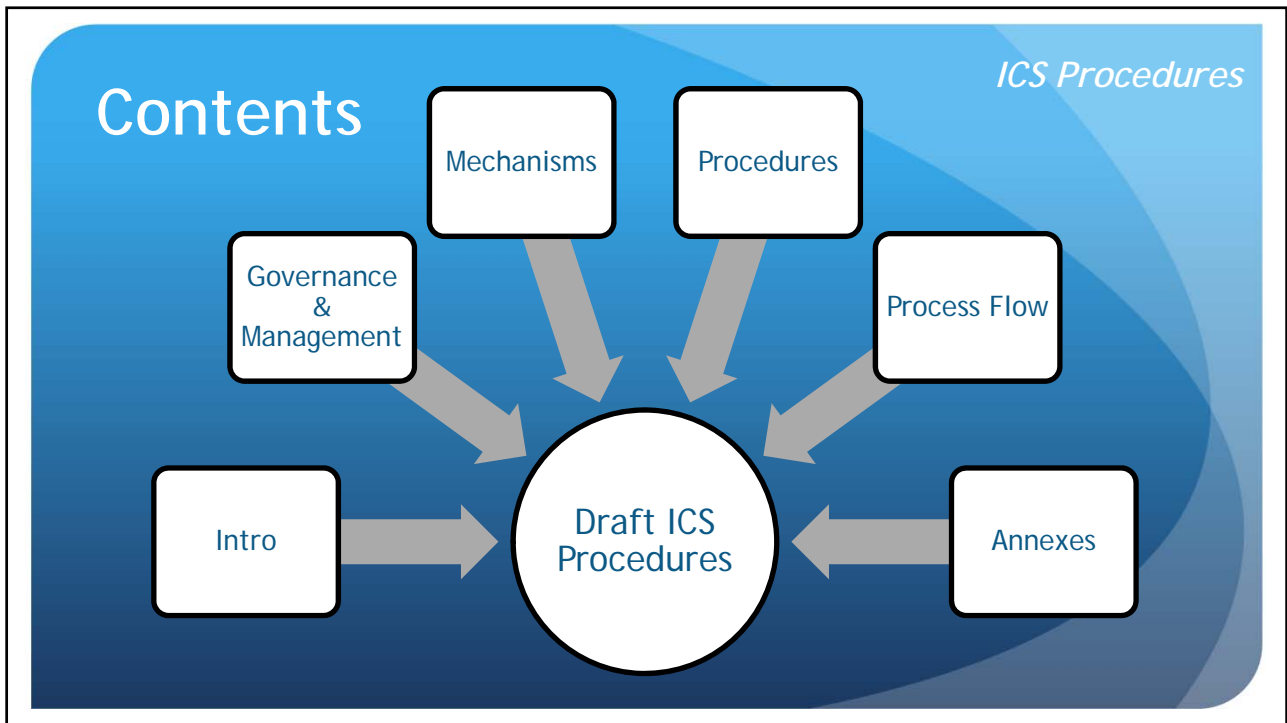
2) Governance & Management *ICS Procedures*

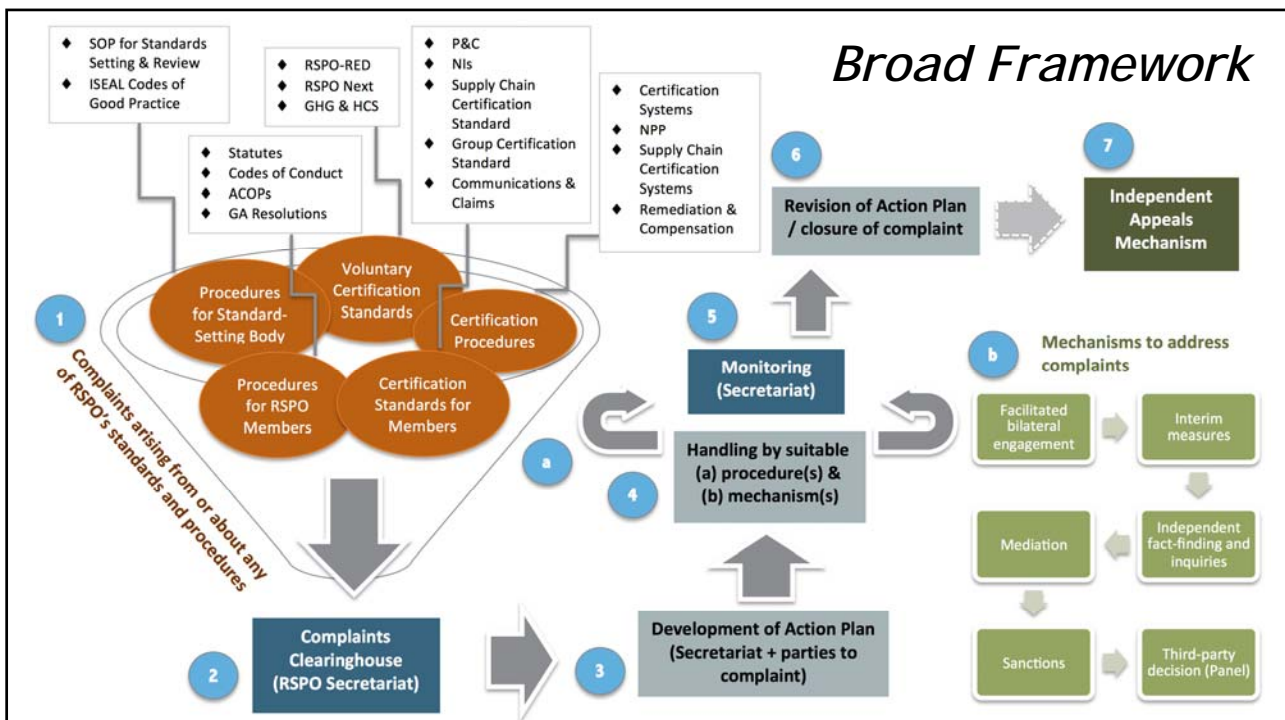
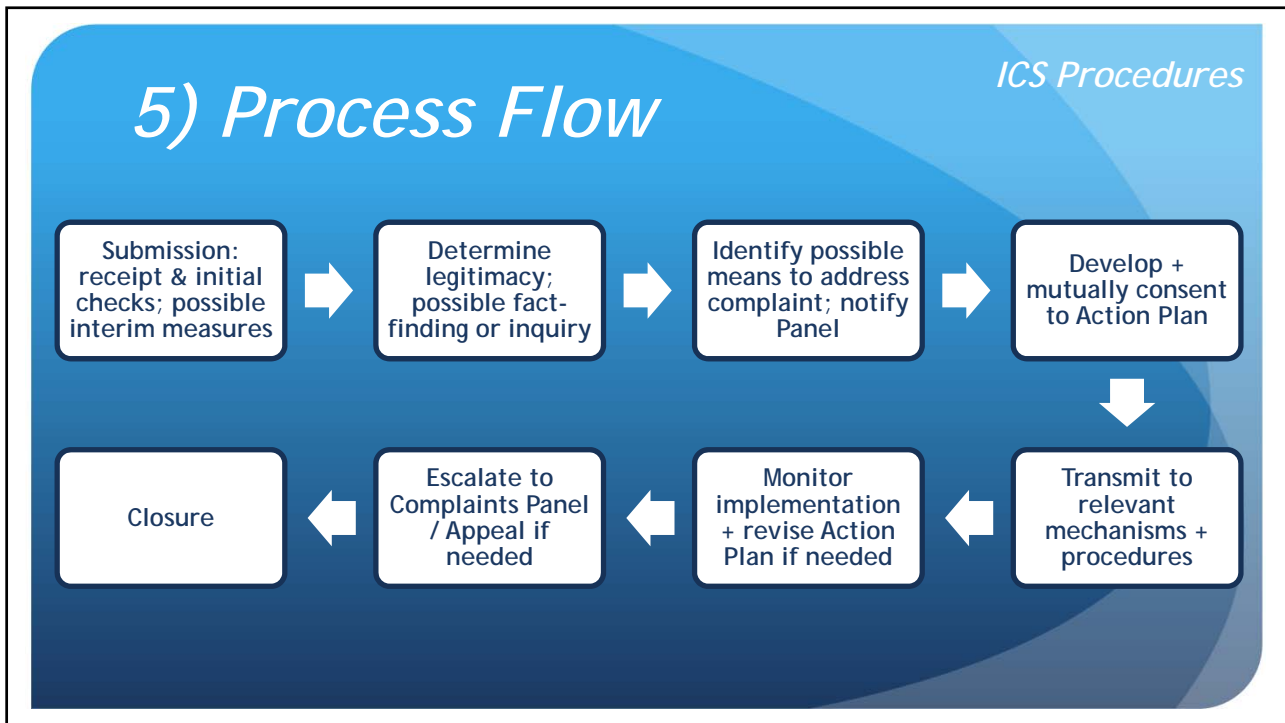
- RSPO Secretariat *(more detailed)*
 - Code of Conduct
 - ToR for Impacts Division as Complaints Secretariat
 - Complaints Clearinghouse
- Board of Governors *(new)*
 - Oversight of RSPO Secretariat's performance
 - No decision-making powers in complaints
- Communications and public announcements *(revised)*
- Reporting *(new)*
 - BoG, closed complaints, annual report

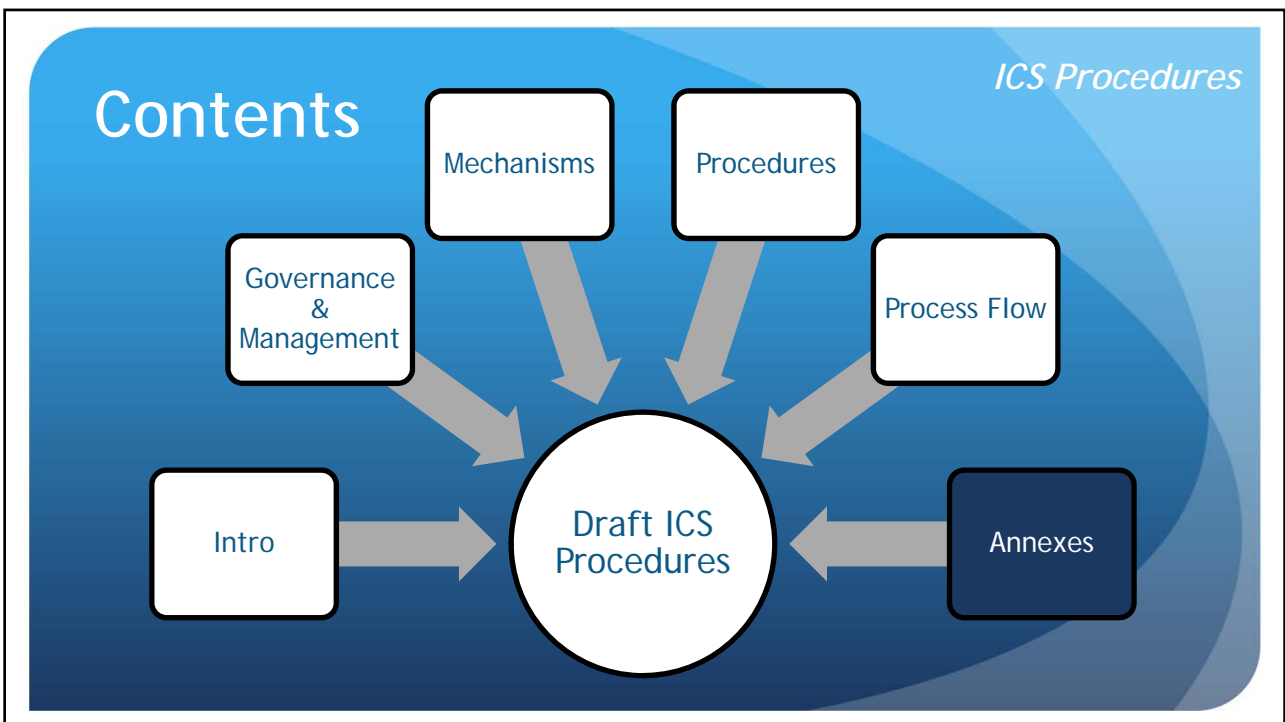
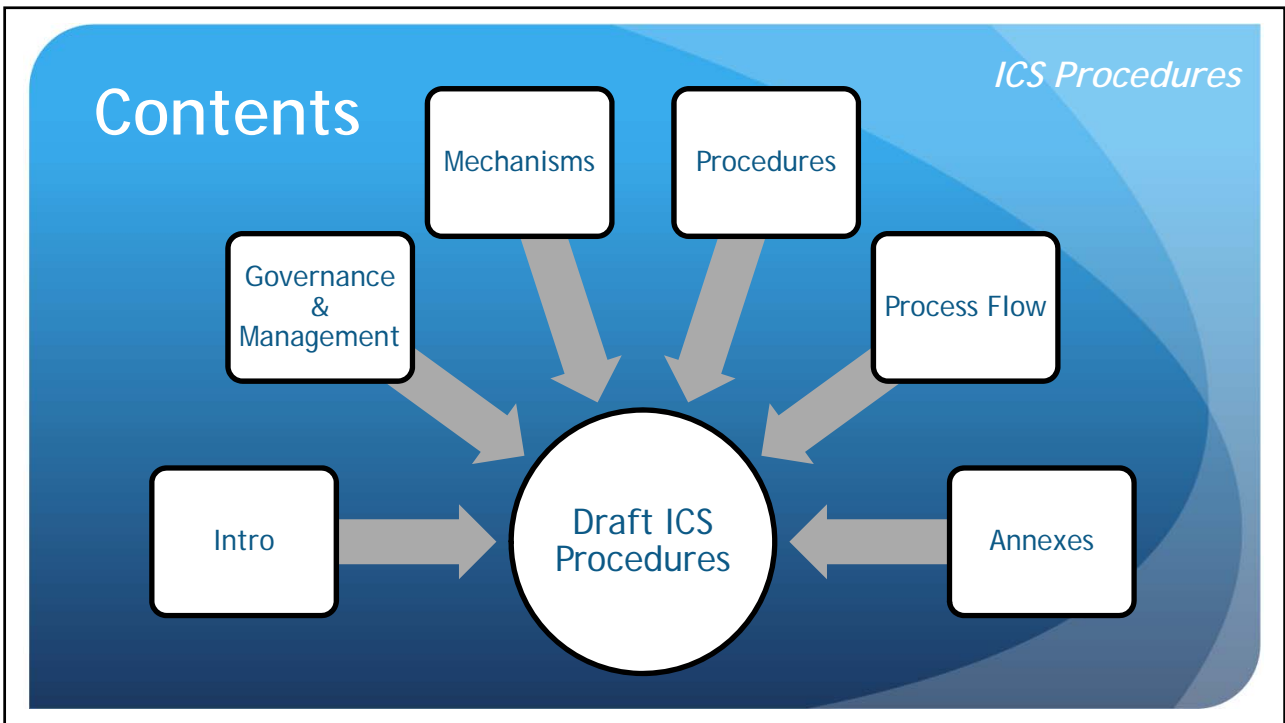












6) Annexes

ICS Procedures

- ① Broad Framework for ICS (*new*)
- ② Complaints Process Flowchart (*revised*)
- ③ Complaint Form (*revised*)
- ④ Complaint Submission Checklist (*new*)
- ⑤ Code of Conduct for Parties to a Complaint (*new*)
- ⑥ Code of Conduct for Complaints Panel Members (*new*)
- ⑦ Complaints Panel Appointment Letter (*new*)
- ⑧ DSF Framework, ToR and Protocol + DSF Procedure Flowchart (*unchanged from 2012, in need of revision*)



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Next Steps

Next Steps

- Public consultation: 9 October to 9 December 2015

Next Steps

INTEGRATED COMPLAINTS SYSTEM PROCEDURES ANNOUNCEMENT


Announcements, 12 October 2015

The public consultation of the RSPO Integrated Complaints System was conducted on 9th of September 2015 in Kuala Lumpur. Following to the public consultation, internal workshop with RSPO Secretariat was conducted on **10-11 September 2015** in RSPO Office. Ridge to Reef has developed a document based on the inputs and comments obtained during the public consultation and internal workshop.

The draft of document is now open for public comments for **60 days**, starting from **9th October to 9th December 2015**. The document and the Comments Form can be downloaded below.


Please send the comments form by **9 December 2015** to impactsidn@rspo.org.

Comments form for Integrated Complaints System Procedure

 English (83 KB)

[DOWNLOAD](#)

Integrated Complaints System Procedures - DRAFT

 English (9 MB)

[DOWNLOAD](#)

Next Steps

- Public consultation: 9 October to 9 December 2015
- Inputs to other consultation processes to ensure alignment
- Final ICS procedures hopefully ready in December / January (depending on scope of inputs)



Thank you / Terima kasih

Holly Jonas
holly@ridge-to-reef.org
Kota Kinabalu, Sabah, Malaysia