



# **COMPLAINTS AND APPEALS MANAGEMENT FOR RSPO SUPPLY CHAIN CERTIFICATION**

**Bureau Veritas Certification Policy -  
TIQ I&F Division**

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## **1. INTRODUCTION**

The purpose of this Bureau Veritas Certification policy is to establish a standard and structured process for the management of Complaints and Appeals received by Bureau Veritas Certification. The purpose of this policy is to communicate the standard process to all operations to ensure that all appeals and complaints are handled in a professional and responsible manner.

**The definitions used by Bureau Veritas Certification are the following:**

**Complaint:**

A complaint is an expression of dissatisfaction by any person or organization against either Bureau Veritas Certification or a Bureau Veritas Certification Certified Organization.

**Appeal:**

An appeal is a formal request for a decision made by Bureau Veritas Certification to be changed or re-evaluated.

## **2. COMPLAINT PROCESS**

### **Receipt**

Complaints can be written (in Formal Letter, Email, Website) or verbal (through Phone Call, Feedback during visit) to Bureau Veritas Certification contracting entity.

Complaints received must be recorded in detail by the contracting entity.

Upon receipt, complaints are acknowledged to sender within five (5) working days by the contracting entity, unless otherwise specified.

### **Responsibility**

Complaints are handled at Bureau Veritas Certification contracting entity level. An audit may be initiated to proceed with investigation, and the client shall be notified with reasons for the audit.

The Local Technical Manager (LTM) of the contracting entity is the default channel for dealing with the complaints.

An overall review of complaints process must be part of the annual Management System Review.

### **Resolution**

The Local Technical Manager (LTM) should coordinate with RSPO-related personnel in the contracting entity to carry out a resolution process, which includes the following steps:

- ♦ Preliminary review and investigation of the complaint
- ♦ Conduct root cause analysis, correction, corrective action
- ♦ Implementation of correction and corrective action
- ♦ Information to the sender of findings and actions taken
- ♦ Monitoring of results: check if the solution is implemented and effective
- ♦ Record and traceability of documents
- ♦ Follow up on sustainability of results and of resolution

Investigation of the allegations and specification of all proposed actions in conclusion to the complaint shall be completed within three (3) months of receiving the complaint.

### **3. APPEAL PROCESS**

#### **Receipt**

Appeals are written to Bureau Veritas Certification contracting entity in the form of Formal Letter, Email, Website.

Appeals received must be recorded in detail by the contracting entity.

Upon receipt, appeals are acknowledged to sender within five (5) working days by the contracting entity, unless otherwise specified.

#### **Responsibility**

The Local Technical Manager (LTM) of the contracting entity is the default channel for receiving and responding to appeals, and shall liaise with Bureau Veritas Certification Hong Kong in order to reply adequately to the appeal.

To ensure impartiality, any appeal is to be addressed jointly by the contracting entity and Bureau Veritas Certification Hong Kong, with the investigation conducted by personnel not involved in the audit or the certification decision.

An overall review of appeals process must be part of the annual Management System Review.

#### **Resolution**

The resolution process includes the following steps:

- ♦ **Appeal Panel Formation:** An independent panel, comprising individuals with no prior involvement in the original certification decision, is assembled to oversee the case.
- ♦ **Evidence-Based Review:** The panel conducts a thorough investigation, examining all audit records, relevant RSPO SCC standards, systems, and evidence presented.
- ♦ **Decision:** A conclusive decision is made to uphold, overturn, or modify the original outcome. The appeal panel to inform the Local Technical Manager (LTM) of the contracting entity about the final ruling and the rationale behind it.
- ♦ **Notification & Closure:** The Local Technical Manager (LTM) of the contracting entity formally response to the appellant, and the case is formally archived.

The entire appeal process shall be completed within three (3) months of receiving the appeal

Should the appellant remain dissatisfied with the outcome of Bureau Veritas Certification's investigation, they retain the right to escalate the matter to ASI (Assurance Services International) for further review.