



ECCO-QP-05

Procedures for Handling Complaints & Appeals

By ECCO CERTIFIED SDN BHD
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REVISION: 03

**MALAYSIAN SUSTAINABLE PALM OIL
(MSPO) CERTIFICATION SCHEME**

1. OBJECTIVES

This document outlines the complaints and appeals handling process of ECCO by internal and external stakeholders.

2. DEFINITION

Complaints: any expression of dissatisfaction or grievance made in writing to a representative of ECCO by either an individual or organization in relation to our business activities. These include internal and external complaints which are further illustrated below.

- **Internal complaints:** complaints raised by employees of ECCO
- **External complaints:** complaints raised by clients and organizations

Appeal: a request by a client (certificate holder or certification applicant) for formal reconsideration of any adverse decision made by ECCO in relation to its desired status.

Dispute: a complaint or appeal that cannot be satisfactorily resolved by ECCO through a formal process such that the matter is referred to an external body.

3. APPLICABLE DOCUMENTS

The following listed documents of the latest revision are applicable.

- i. Complaints & appeals record

4. PROCEDURE

The structure for resolution of Complaints, Disputes & Appeals shall be as following:

4.1. Complaint/ Appeal Submission

Once a complaint is submitted, ECCO will notify the complainant in question of the Complaint within seven (7) business days of the receipt of the complaint.

For appeals, the appellant must lodge its appeal against any adverse decision taken by ECCO, within thirty (30) calendar days after notification of the decision.

Complaints/ Appeals should be submitted to:

**03-02, Galleria Cyberjaya,
Jalan Teknokrat 6, Cyber 5,
63000 Cyberjaya,
Selangor.**

or

via ECCO's online webpage complaint/ appeal form.

4.2. Complaint/ Appeal Investigation & Resolution

In order to be deemed a valid complaint or appeal, the Complaint/ Appeal must include the following information:

- i. Contact information for the complainant/ appellant, including their name (anonymous complaints will not be considered).
- ii. A clear description of the aggrieved action or basis of the appeal (date, place, nature of action) and which parties or individuals are associated with the said action. Each element or aspect of complaint/ appeal must be supported with objective evidence.
- iii. An explanation as to how the action is alleged to violate the actual benchmark being as specific as possible with respect to the applicable requirements.
- iv. In the case of complaints against the actions of an ECCO's client, the complainant's description of efforts taken to resolve the matter directly with that party.
- v. A proposal of what actions would, in the opinion of the complainant/ appellant, rectify the matter.

Upon receipt of a Complaint or Appeal, the Administration Executive will undertake the following actions:

- i. Ensure the complaint/ appeal is successfully logged in the Complaint/ Appeal Database.
- ii. Evaluate the issue raised by analyzing the root cause and determining the corrective actions.
- iii. Gathering and verifying all necessary information to validate the appeal.
- iv. In case the Administration Executive is not able to determine the corrective action, the issue will be escalated to the top management.
- v. The corrective actions will be communicated in writing to the complainant within thirty (30) working days:
 - Where it is not possible to meet the prescribed timescales, if for example the complaint is complex or the person in charge is unavailable, a response in writing will be sent to the complainant to justify the extended timescale for response.
 - Inform in writing to the complainant/ appellant and other relevant parties (e.g., certificate holder, relevant external parties) of the disposition of the Complaint/ Appeal and, where appropriate, provide the report, or a summary thereof, to all parties along with the final decision.
 - Inform the complainant/ appellant in writing that the Complaint/ Appeal is deemed resolved.
 - Ensure submission, investigation and decision on appeals do not result in any discriminatory actions against the appellant.
- vi. The decision to be communicated to the appellant made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.

4.3. Complaints/ Appeal Escalation

If the issue has not been resolved through the full implementation of ECCO's own procedures, or if the complainant/ appellant disagrees with the conclusions reached by ECCO and/or is dissatisfied by the way ECCO handled the Complaint, the complainant/ appellant will be offered the opportunity to refer their complaint to Standards Malaysia, scheme owner or Technical Advisory & Impartiality Committee (TAC).

The Administration Executive is responsible for monitoring the progress of open Complaints and Appeals until all reasonable internal and external options of recourse are exhausted or the complainant/ appellant is satisfied.

To ensure that there is no conflict of interest, personnel including those acting in a managerial capacity who have provided consultancy for, or been employed by a client, prevented from being used by ECCO to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment

If no response is received from the complainant/ appellant within six months after the last communication, the Complaint/ Appeal will be deemed resolved.

Depending on the nature of the Complaint/ Appeal, ECCO reserves the right to charge a fee to cover at least a portion of the costs of the investigation. Such fees will only be considered in situations where the time required to investigate the Complaint/ Appeal is expected to be substantial.

4.4. Records

The record of the complaint and appeals [ECCO-RC-03] will be updated and maintained accordingly.

**[ECCO-RC-03] is the complaint and appeals log created in google document.*



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ECCO Certified Sdn Bhd