

Announcement 13 July 2020

Endorsement of the MSPO Complaints Procedures, 2020

The Malaysian Palm Oil Certification Council (MPOCC) is pleased to announce that the MPOCC Board of Trustees, at their last meeting on 30th June 2020, have endorsed the following revised document:

MSPO Complaints Procedure (CP 1/2020)

This document is effective as of 1 July 2020 and can be downloaded in MPOCC website at <https://www.mpocc.org.my/scheme-documents>. Complaints received by the MPOCC prior to this date and new complaints, shall be dealt with under the MSPO Complaints Procedure that is now in effect.

This document will supplement the Dispute Resolution Procedure and new IT Platform for lodging of complaints at <https://mspotracer.org.my/Complaints/>, as of 1 July 2020.

This procedure is an outcome of extensive review of similar sustainability schemes and is endorsed by the MPOCC Board of Trustees on 30 June 2020.

This new Complaints Procedure aims to ensure fair, impartial, transparent, effective, and timely handling and resolution of complaints from individuals or organization relating to the MSPO Certification Scheme activities and of the conduct of MPOCC in its other related functions.

Please contact us at info@mpocc.org.my if you require any further clarification.