

MALAYSIAN PALM OIL BOARD



MPOB CERTIFICATION BODY STANDARD OPERATING PROCEDURE

17

HANDLING OF COMPLAINTS AND DISPUTES

 M P O B	MALAYSIAN PALM OIL BOARD CODES OF PRACTICE	Rev. No	3
	STANDARD OPERATING PROCEDURE	Eff. Date	01/04/2023
	Handling of Complaints and Disputes	Doc. Name	MPOB/CoP/SOP/17

OBJECTIVE : To obtain, monitor and ensure that all complaints and dispute from customers promptly investigated and the corrective actions taken effectively.

SCOPE : This procedure prescribes the step to be taken and indicated personnel responsible to handle complaints and dispute from customers.

RECORD :

- i. Customer Feedback Form
- ii. Corrective Action Report (CAR)

NO.	PROCEDURE	RESPONSIBILITY	INTERFACE
1.	Receipt of Complaint and Dispute		
1.2	All complaint and dispute shall be directed to the CM for determining the validity of the complaint.	Certification Manager (CM)	
1.3	The complaints can be obtained through email, microsite MPOB, walk-in etc.		i. e-aduan.mpob.gov.my
1.4	Information about the client treated as confidential		
1.5	Within 7 working days, the Certification Manager respond to the complainant to confirm receipt of the complaint and to provide an overview of the proposed course of action to follow up on the complaint.		
2.	Corrective Action		
2.1	The CM shall analyze the findings and implement investigation on the complaint. Discussion with the person concerned or other concerned department / parties (when required) shall be held to determine the root cause. Also refer to Corrective Action Procedure.	Certification Manager	SOP Corrective Action
2.1.1	If complaints regarding impartiality corrective actions will be discuss in Impartial Committee	Impartial Committee	
2.2	Once the root cause is identified, the CM shall	Certification	CAR

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	perform the appropriate corrective action or monitor the appropriate corrective action carried out by the respective personnel concerned.	Manager	
2.3	Upon corrective action had been implemented, the respective personnel shall answer the CAR and return to the CM for follow-up verification.	Respective Personnel	i. Complaint Record ii. Customer Feedback Form
2.4	The CM shall liaise with the client on the effectiveness of the actions taken and correspondence will be made to the client as appropriate. Meeting to ensure it is effectively implemented and maintained.	CM	
2.4.1	Decision on impartial complaint status will be made in Impartial Committee Meeting	Impartial Committee	
2.5	Complaint records shall be kept and maintained appropriately.		