

MALAYSIAN PALM OIL BOARD



MPOB CERTIFICATION BODY STANDARD OPERATING PROCEDURE

17

HANDLING OF COMPLAINTS AND DISPUTES

	MALAYSIAN PALM OIL BOARD CODES OF PRACTICE	Rev. No	3
		Eff. Date	01/09/2025
	STANDARD OPERATING PROCEDURE	Doc. Name	MPOB/CoP/SOP/17
	Handling of Complaints and Disputes		

OBJECTIVE : To receive, monitor and ensure that all complaints and dispute from customers are promptly investigated and that effective corrective actions are taken

SCOPE : This procedure outlines the steps to be taken and defines the responsibilities of the personnel involved in handling customer complaints and disputes.

RECORD :

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

NO.	PROCEDURE	RESPONSIBILITY	INTERFACE
1.	Receipt of Complaint and Dispute		
1.2	All complaints and disputes shall be directed to the CM for review to determine their validity.	Certification Manager (CM)	
1.3	Complaints/disputes can be received via email, MPOB microsite, walk-ins, or other submission methods.		i. e-aduan.mpob.gov.my ii. Email
1.4	Information about the complainant shall be treated as confidential.		
1.5	Within 14 working days, the CM shall respond to the complainant to confirm receipt of the complaint and provide an overview of the proposed course of action.		
2.	Corrective Action		
2.1	The CM shall analyze the findings and initiate an investigation into the complaint. Discussions may be held with the concerned person or relevant departments/parties to determine the root cause. Refer also to the Corrective Action Procedure.	Certification Manager	SOP Corrective Action
2.1.1	If the complaint is related to impartiality, the corrective action shall be referred to the Impartiality Committee for discussion and resolution.	Impartial Committee	

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2.2	Once the root cause is identified, the CM shall either carry out the corrective action or monitor its implementation by the responsible personnel.	Certification Manager	CAR
2.3	After corrective actions have been implemented, the responsible personnel shall complete the Corrective Action Report (CAR) and submit it to the CM for follow-up and verification.	Respective Personnel	i. Complaint Record ii. Customer Feedback Form
2.4	The CM shall liaise with the client to confirm the effectiveness of the actions taken, and a formal response shall be issued if deemed necessary or relevant to the case.	CM	
2.4.1	A meeting may be conducted to ensure the corrective actions are effectively implemented and maintained.		
2.5	If the complaint concerns impartiality, the final decision shall be made during the Impartiality Committee Meeting.	Impartial Committee	
2.6	All complaint records shall be appropriately documented, stored, and maintained.		

