

MALAYSIAN PALM OIL BOARD



MPOB CERTIFICATION BODY STANDARD OPERATING PROCEDURE

08

APPEALS HANDLING PROCEDURE

	MALAYSIAN PALM OIL BOARD CODES OF PRACTICE	Rev. No	3
		Eff. Date	01/09/2025
	STANDARD OPERATING PROCEDURE	Doc. Name	MPOB/CoP/SOP/08
	Appeals Handling Procedure		

OBJECTIVE : To receive, evaluate and make decision on appeals to comply the requirement of MPOB Codes of Practice.

SCOPE : This procedure covers process on handling the appeals.

RECORD : Letter of Appeal

NO.	PROCEDURE	RESPONSIBILITY	INTERFACE
1.	Certified clients may submit an appeal within 30 days from the date of the suspension letter issued by MPOB.	Auditee Secretariat	Letter of suspension
2.	The letter of appeal and Corrective Action Report (CAR) received from the auditee will be processed by the secretariat and forwarded to the Evaluation Committee. A revisit audit (if there is a need) will be conducted by MPOB within 6 months from the date of suspension. If the certified premises did not appeal within 30 days from the date the suspension letter is issued, MPOB reserves the right to proceed with the suspension or discontinue the certification.	Secretariat	i. Appeal letter ii. SOP for Conducting Audit
3.	Following the revisit, if corrective actions are deemed acceptable, the Evaluation Committee will review the audit report and corrective action for consideration to reinstate the certification. If the corrective actions are unsatisfactory, MPOB will revoke the certification.	Evaluation Committee (EC), Certification Committee (CC)	Minutes of EC meeting.
4.	The Evaluation Committee shall deliberate on the appeal and submit a recommendation to the Certification Committee for a final decision.	Evaluation Committee (EC) Evaluation Committee (EC)	Minutes of EC meeting.

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5.	If the justification provided is not acceptable, the Evaluation Committee will decide on the next course of action.		
6	The decision made by the Certification Committee is final and binding on both the client and MPOB. No counterclaim by either party may be made to alter the decision. All appeal decisions will be made within four (4) months from the date of receipt of the appeal.		

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