
Breakout Session 6: Complaint – From Every Angle



**SCALING UP THE SUSTAINABLE PALM OIL
VALUE CHAIN THROUGH COLLECTIVE ACTION**



About the Speaker: Dr. Feybe E.N Lumuru

- Director Executive of Lingkar Komunitas Sawit (LINKS)
- Researcher and analyst on social issues in the palm oil industry in Indonesia. Experienced in social research on oil palm plantations, FPIC compliance (based on RSPO FPIC guidelines), conflict resolution, and has developed educational approaches or tools on sustainable oil palm topic for local communities.
- Enthusiastic and play an active role in promoting sustainable palm oil.

Want to Step In to Mediation

"Please Make Adequate Preparations"

- Familiarize yourself with the process and stages of mediation, as well as significant matters required. One very important thing to note **"Mediation is a restorative negotiating process"**.
- Understand the mediation issue/topic (preferably with an in-depth understanding).
- Prepare a proposal or action plan as material for discussion at the mediation meeting, **Please don't bring "Statement or Notification" into the mediation process.**
- Include BATNA (Best Alternative to a Negotiated Agreement) in this proposal or action plan.
- Representative of the Parties in Mediation must be a person or group of people who can make decisions.

Lesson Learn (From Mediation Agreement Implementations)

- There are still some gaps between parties:
 - 1) systematic data demands vs verbal information;
 - 2) data validity vs information that needs to be cross-checked;
 - 3) the period to conclude a mediation agreement – related to the request to conclude a mediation agreement in a short period of time vs procedures or bureaucracy;
 - 4) matters or involvement of other parties that have the potential to threaten the mediation agreement
- The actions and reactions of the parties during the implementation period of the agreement reflect how they coping and fulfill the agreement.
- Bridge it by developing a response mechanism and monitoring it regularly by involving the parties.
- Communication, communication and communication.

Thank You