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	<b>COMPLAINTS AND APPEALS</b>	

## COMPLAINTS AND APPEALS

### 1. COMPLAINTS

*Any written complaint – if referred to the Company certification/control/inspection activity, is considered and treated in order to adopt all necessary corrections and / or corrective actions. Also verbal or telephone complaints can however be taken into consideration in relation to the importance of what is reported. Anonymous complaints are not taken into consideration.*

*Hia shall confirm wheter the complaint e-lates to certification activities that it is responsi-ble for and, if so, is deal with it and address it . If the com-plaint relates to a certified client, then examina-tion of the complaint is consider the effec-tiveness of the certified management system.*

*The complaints-handling process is managed by Complaints committee under confidentiality, both as regards the complainant and as regards the content of the complaint itself.*

*The Head of the involved Department collects and verifies all the necessary information concerning the complaint in order to validate the complaint and draw the necessary elements of assessment.*


*The examination of the complaint is carried out by complaints committee, with the possible collaboration of the Quality Department and / or other interested functions, if necessary, in order to avoid the recurrence of the problems and to ensure the continuous improvement of the operating activities; the conclusions are presented to the General Director for approval. When possible, HIA confirms to the complainant the warning receipt, as well as the progress of the treatment process, the results and the related conclusions with a formal notification.*

*If the complainant is different from a certified Customer, he is promptly informed.*

*The Company, the Client and the complainant decide together whether and to what extent to make public the content of the complaint, as well as its resolution. The complaints-handling may also include an analysis aimed to identify the causes of any non-compliance or deficiencies of the Company or the inspectors appointed by it, in relation to the need to ensure customer satisfaction, compliance with procedures, rules and regulations to be met and the efficiency of the activities carried out by the Company.*

*To ensure that there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy for a client, been employed by a client, carried out audit and made the certification decision, shall not be used by the certification body to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.*

*(For more details see point 9.8 of GSO 2055-2)*

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## 2. APPEALS

*Any Customer with a certification / inspection contract with the Company may lodge a written appeal against the Company decisions, such as suspension / revocation of certification or non-acceptance of the certification request.*

*Any written appeal received by HIA is considered and processed in order to adopt all necessary corrections and / or corrective actions, without discriminating who lodges the appeal.*

*The Company is responsible for decisions, at all levels of its organization, in relation to the process of handling appeals, and guarantees the necessary independence.*

*Appeals are examined by the Appeals Committee appointed by the Company Sole Director, which calls, if necessary, the Committee for the Protection of Impartiality. The Head of the involved Department collects and verifies all the necessary information concerning the appeal in order to allow the Commission to validate the appeal itself and draw the necessary elements of evaluation, also on the basis of the results of any previous similar appeals.*

*In case of acceptance of the appeal by the Commission in charge, HIA Management must take appropriate actions towards the Client / Applicant and / or within HIA. The Quality Department must then verify the application and effectiveness of the adopted actions.*

*Submission, investigation and decision on ap-peals shall not result in any discriminatory ac-tions against the appellant.*


*If there is not sufficient evidence for acceptance, the appeal is rejected, justifying the decision to the applicant.*

*HIA confirms receipt of the appeal and provides information about the progress, the findings and the related conclusions. The decision is communicated to the appel-lant shall and is or reviewed and approved by, individual(s) not previously involved in the subject of the appeal*

*HIA tracks and records appeals, including actions undertaken to resolve them*

*Complaints by consumers regarding a certified Halal product/service shall be evaluated by HIA, which will be responsible for making the necessary investigations. As a result of such evaluations, the complaint is found to be justified then the certificate holder shall be required to compensate for the damage(s) caused under the relevant provisions of the contract.*

*(For more details see point 9.7 of GSO 2055-2)*

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### **3. COMPLIANTS/APPEALS COMMITTEE**

*Members of the complaints/appeals committee are elected by the president of HIA. The members of this committee shall be separated from any phase of the Halal certification related to the subject complaint or appeal. This committee shall consist of a minimum of three (3) persons, at least one of whom is a Halal Islamic affairs expert.*

### **4. DOCUMENTAL AND REGISTRATIONS PROCESS**

*HIA has a documented process to receive, evaluate and make decisions on complaints and appeals. The certification body records and tracks complaints and appeals, as well as actions undertaken to resolve them.*

*Documents regarding complaints, appeals, and disputes is kept by the Quality Department in a special register, together with documents related to consequent actions. Every single case is registered on a specific form, which contains the following information:*

- Identification of the person making the complaint / appeal / controversy;*
- Brief description of the complaint / appeal / controversy with reference of the documents produced in support;*
- Related HIA documents;*
- Role of who carried out the analysis;*
- Motivated outcome of the examination (with reference to any decision of the Impartiality Committee);*
- Possible non-conformities or lacks detected in HIA and related corrections and / or corrective or preventive actions taken (including times and responsibilities);*
- Closing actions.*

### **5. DOCUMENTS AND REGISTRATIONS**

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