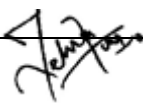



INSTRUCTION FOR SUBMISSION OF COMPLAINT/APPEAL/DISPUTE/FEEDBACK	IHC-ISCAF- 01
	Rev. 01
	Issue date: 10-06-2015

AMENDMENT RECORD				
DCRF	PAGE NO.	REVISION NO.	DATE REVISED	CHANGES
01	ALL	01	10-06-2015	Company name has been changed from "Gulf Halal Center " to "International Halal Center" therefore logo and document coding has been changed and document need to be revised

Prepared By: 
Management Representative

Approved By: 
CEO

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1.0 PURPOSE:

Aim of this instruction is how to submit the complaint / appeal / any dispute and feedback to International Halal Center.

2.0 SCOPE:

This instruction notes the bases of usage customer complaint / appeal and feedback form.

3.0 INSTRUCTION FOR THE SUBMISSION OF COMPLAINT / APPEAL / DISPUTE AND ANY FEEDBACK

International Halal Center has always considered complaints as an incentive to improve the quality of the service provided. This document describes how third and interested parties can file a complaint with IHC concerning its activities, submit an **observation / feedback** concerning an Organisation which has been certified by IHC or **appeal** against an IHC Service decision.

Appeals are to be sent to the IHC by registered letter with return receipt.

The complaint, observation or appeal must include all the data enabling IHC activity for which a complaint is being filed to be identified, the data of the certified organisation and of the certified product/service for which an observation is being made and your data so that we can contact you and keep you informed of the action being taken as a result of your complaint / appeal and/or observation.

Generally, within two weeks of receipt of the complaint, observation or appeal, you will be sent a communication either through a formal letter or formal email by the Scheme Manager or DMR (Deputy Management Representative) informing you of the action is in process to be taken against the organisation in question.

On receipt of the complaint, observation or appeal, IHC Scheme will investigate the matter and, at the end of the investigation, you will be sent a communication either through a formal letter or formal email by the Scheme Manager or DMR (Deputy Management Representative) informing you of the outcome of the inquiry and the action taken by International Halal Center as per the maintained procedures SOP # 03 & 06.

The appeal/ complaint is submitted to the members other than those involved in the certification activities related to the complaint or appeal and after the relevant investigations, and after any contacts with the appellant, gives its opinion/decision on the appeal within 60 days from the date of receipt of the appeal by MR/Scheme Manager and communicates by registered letter with return receipt the opinion to the appellant.

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The client has the right to object to involvement of particular members of the International Halal Center (IHC)'s management in the appeals procedure if evidence can be provided that their impartiality is compromised. The appellants also have the right to present their case in person at their own expense.

The decision of the Impartiality Committee or the consent personnel involved in the appeal procedure shall be final and binding on both the client and International Halal Center (IHC). Once the Committee has made a decision regarding an appeal, no counter claim by either party in dispute can be made to amend or change this decision.

Complaint / Appeal or observation / feedback can be made through following steps;

- Should the client have cause to complaint regarding the conduct of International Halal Center (IHC)'s staff, the complaint should be made in writing and addressed to the relevant Scheme Manager of International Halal Center (IHC).
- Should the complaint be made against the Scheme Manager, the letter of complaint should be addressed to International Halal Center (IHC) responsible director.
- Separate customer complaint / appeal form is also available on the website www.halalcenter.com.
- Download the form, fill and forward to the company Scheme Manager at manager@halalcenter.ae and or to DMR at manager@halalcenter.ae or any relevant personnel email id (if it is in your information).
- For observation / feedback, separate form is available on the website www.halalcenter.com, download it, fill and forward to the company DMR at manager@halalcenter.ae or any relevant personnel email id (if it is in your information).

4.0 RELATED DOCUMENT & RECORDS:

- Complaint Appeal procedure
- Customer Complaint/Appeal Form
- Customer Feedback form