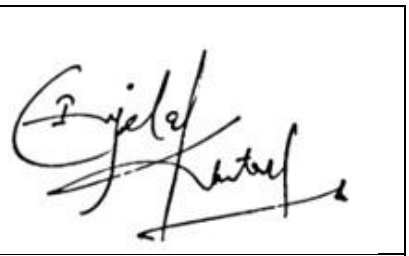
**AMENDMENT RECORD**

| DCRF | PAGE NO. | REVISION NO. | DATE REVISED | CHANGES |
|---|---|---|---|---|
| 27 | All pages | 00 | 29-06-2019 | Change in logo and mechanism of appointment of experts |
| 28 | All pages | 01 | 01-05-2020 | Change in doc control format from IHCP to IHC |
| 72 | Page-1 | 02 | 01-11-2022 | Change of GSO 2055-2/2016 to GSO 2055-2/2021 |
| | 5-7 | 03 | 06-11-2014 | Addition of Annex-1 related to timeline for handling appeals & complaints |
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## 1. Introduction

This procedure defines International Halal Certifications' responsibilities for receiving, evaluating, and making decisions on appeals, complaints and disputes concerning the certification system activities or decisions, and the maintenance of relative records as required by the following standards/ guidelines:

- ISO/IEC 17065:2012, Conformity assessment- Requirements for bodies certifying products, processes and services
- ISO/IEC 17021:2015, Conformity assessment — Requirements for bodies providing audit and certification of management systems
- GAC FAD-12- Supplementary accreditation requirements for Halal certification Bodies
- UAE.S 2055-2:2021- General Requirements for Halal Certification Bodies
- GSO 2055-2:2021- General Requirements for Halal Certification Bodies
- PS 4992:2022- Pakistan Standard for Conformity Assessment -Requirements for Bodies Providing Halal Certification
- EGAC Guidelines for Accreditation of Halal Certification Bodies PB 12-H
- MUIS-HC-001 Singapore MUIS Halal Standard
- OIC/SMIIC 2: 2019, Conformity Assessment – Requirements for Bodies Providing Halal Certification
- JAKIM Procedure for Recognition of Foreign Halal Certification Bodies (FHCB)
- SFDA guidelines
- BPJPH Indonesian Halal Guidelines

## 2. Applicability

This procedure covers two types of complaints; those made by International Halal Certification's (IHC) clients against IHC and complaints against IHC certified clients by interested third parties. This process is subject to IHC requirements for confidentiality.

## 3. Procedure

### 3.1 Appeals

**3.1.1** IHC has a documented process to receive, evaluate and make decisions on appeals.
**3.1.2** A description of the appeals-handling process is publicly accessible.
**3.1.3** IHC may be responsible for all decisions at all levels of the appeals-handling process. IHC ensures that the persons engaged in the appeals-handling process are different from those who carried out the audits and made the certification decisions.
**3.1.4** Submission, investigation, and decision on appeals do not result in any discriminatory actions against the appellant.
**3.1.5** At the time of any complaint or appeal, a committee containing a sharia'h expert and relevant technical experts will be formed to look after the received appeal or complaint.
**3.1.6** The appeals-handling process includes at least the following elements and methods:

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a. An outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals;
b. Be tracking and recording appeals, including actions undertaken to resolve them;
c. Ensuring that any appropriate correction and corrective action are taken.

**3.1.7** IHC acknowledges receipt of the appeal and provides the appellant with progress reports and the outcome.

**3.1.8** The decision to be communicated to the appellant may made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.

**3.1.9** IHC gives formal notice to the appellant of the end of the appeals-handling process.

**3.1.10** Applications in the case of any appeals regarding Halal certification services may made to IHC. A committee for appeals is established and be responsible for resolving such cases and inform the related parties accordingly.

**3.1.11** The members of this committee are independent from any phase of the Halal certification related to the subject of the appeal.

**3.1.12** This committee consists of a minimum of three (3) persons, at least one of whom is Islamic Affairs / Shariah expert. Decisions regarding appeals are taken unanimously, not by majority of votes.

**3.2 Complaints**

3.2.1 A description of the complaints-handling process is publicly accessible.

3.2.2 Upon receipt of a complaint, IHC confirms whether the complaint relates to certification activities that it is responsible for and, if so, deals with it. If the complaint relates to a certified client, then examination of the complaint is considered the effectiveness of the certified system.

3.2.3 Any complaint about a certified client is also be referred by IHC to the certified client in question at an appropriate time.

3.2.4 IHC has a documented process to receive, evaluate and make decisions on complaints. This process is subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

3.2.5 The complaints-handling process includes at least the following elements and methods:

a. an outline of the process for receiving, validating, investigating the complaint, and for deciding what actions are to be taken in response to it;
b. tracking and recording complaints, including actions undertaken in response to them;
c. ensuring that any appropriate correction and corrective action are taken.

a. IHC receiving the complaint is responsible for gathering and verifying all necessary information to validate the complaint.
b. Whenever possible, IHC acknowledges receipt of the complaint, and provides the complainant with progress reports and the outcome.
c. The decision to be communicated to the complainant is made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.
d. Whenever possible, the Halal certification body gives formal notice of the end of the complaints-handling process to the complainant.
e. IHC determines, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution is made public.

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f. Applications in the case of any complaints regarding Halal certification services is made to IHC. A committee for complaints shall be established and be responsible for resolving such cases and inform the related parties accordingly.
g. The members of this committee are independent from any phase of the Halal certification related to the subject of the complaint.

Complaints by consumers regarding a certified Halal product(s) / service(s) and management system is evaluated by the (IHC), which is responsible for making the necessary investigations. If, because of such evaluations, the complaint is found to be justified, the certificate holder is required to compensate for the damage(s) caused under the relevant provisions of the contract.

**3.3 Progress Reports**

The client is notified through email regarding the progress of the complaint, dispute or appeal.

**3.4 Outcome and Final Resolution**

3.4.1 International Halal Certifications is responsible for the resolution of all complaints.
3.4.2 The client is notified of the outcome and the final resolution of the complaint, dispute or appeal through email notification and/or hard copy notification.
3.4.3 International Halal Certifications is responsible for communicating with the complainant and the Client whether and to what extent the subject of the complaint and its resolution.
3.4.4 Information about a particular client or individual shall not be disclosed to a third party without the written consent of the client or individual concerned.

**3.5 Customer Feedback**

3.5.1 International Halal Certifications considers customer satisfaction, as it's first and foremost objective. The persons dealing with their respective clients are responsible to obtain customer feedback to monitor information relating to customer perception as to whether the organization has fulfilled customer requirements.
3.5.2 Customer Feedback Form is used for this purpose, which enlists different parameters of service quality offered by International Halal Certification feedback is obtained from the clients by the Manager Operations/MR usually after the complete audit activity.
3.5.3 Feedbacks received from the clients are analyzed and the cumulative feedback report is prepared by the MR and submitted to the Director.
3.5.4 The results of such analysis are reviewed at the management review meetings to suggest improvements in the International Halal Certification management system.

## Annex: 1

A proposed time frame for handling complaints and appeals to ensure timely and effective resolution:

1. Receipt and Acknowledgment of Complaint/Appeal

- **Timeline**: Within 2 working days
- **Actions**:
  - Confirm receipt of the complaint or appeal.

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- Acknowledge the complainant/appellant and provide an initial response confirming that the issue is being investigated.

2. Validation and Initial Review

- **Timeline**: Within 5 working days from acknowledgment
- **Actions**:
  - Verify whether the complaint or appeal relates to IHC's certification activities.
  - If valid, log the complaint/appeal and initiate an internal investigation.
  - If the issue concerns a certified client, notify the client appropriately.

3. Committee Formation and Detailed Investigation

- **Timeline**: Within 10 working days from receipt of the complaint/appeal
- **Actions**:
  - Form a committee including a Shariah expert and relevant technical experts to address the complaint or appeal.
  - Conduct a thorough investigation, gathering all necessary information and evidence.

4. Progress Reporting

- **Timeline**: Every 10 working days or as significant updates occur
- **Actions**:
  - Send progress reports to the complainant/appellant, informing them of the current status and expected resolution timeline.

5. Decision and Final Resolution

- **Timeline**: Within 30 working days from receipt of complaint/appeal
- **Actions**:
  - Conclude the investigation and make a decision.
  - Ensure that the resolution decision is reviewed by personnel not involved in the original certification decision.
  - Communicate the final resolution to the complainant/appellant.

6. Corrective and Preventive Actions

- **Timeline**: Immediately following the final decision, if necessary
- **Actions**:
  - Implement any corrective actions required to prevent recurrence of similar complaints or appeals.
  - Review and adjust relevant procedures if systemic issues are identified.

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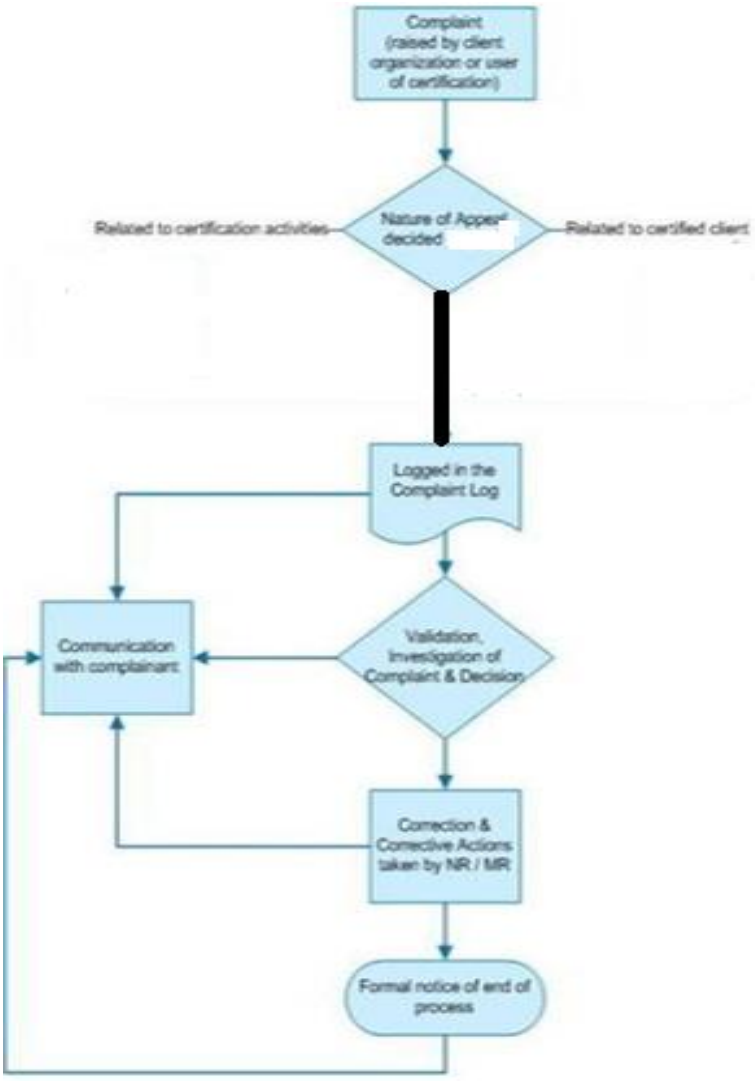
7. Closure Notification

- **Timeline**: Within 5 working days after final resolution
- **Actions**:
  - Notify the complainant/appellant formally of the closure of the complaint or appeal process.
  - Document and archive all records related to the complaint or appeal.

This timeline ensures that complaints and appeals are addressed efficiently and transparently, aligning with IHC's commitment to maintaining high standards in halal certification service

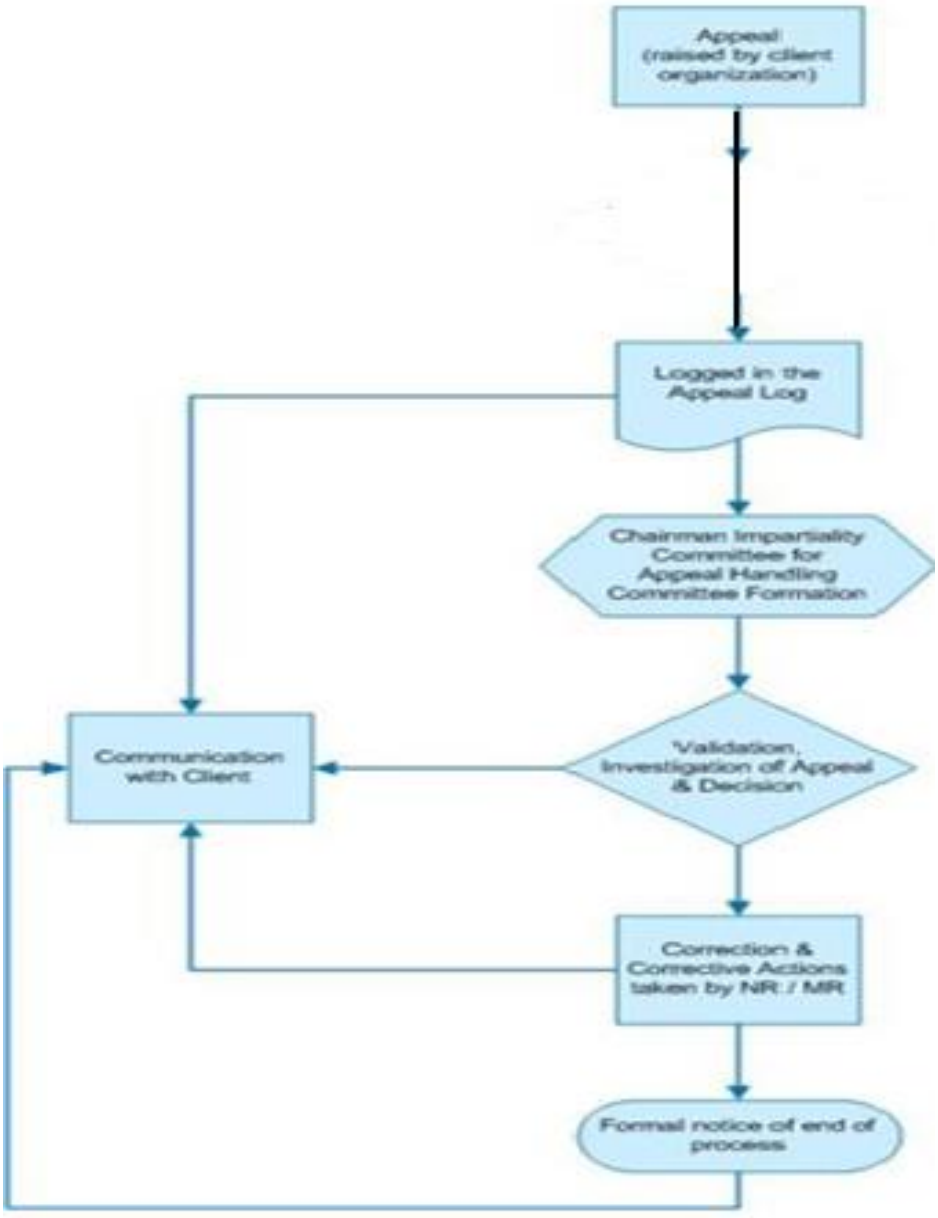
## 4. Process Flows

**Process Flow for Client's Complaints Handling**




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**Process Flow for Appeals Handling**




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## 5. Related Documents

1. Customer Feedback Form
2. Customer Complaint Form
3. Customer Appeal Form
4. Customer Complaint Log

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