



## 1.Purpose

The objective of this procedure is to describe handling of complaint and appeals received from the client, in house and from other interested parties.

## 2.Scope

This procedure covers all complaint and appeal received at Individuals by any means, like written, verbal, email etc. It also covers the investigation and resolution of any complaints or appeals received by IS EG Halal over all the Halal certification process.

## 3.Responsibility

- Certification manager.
- Complaints and Appeals Committee.

## 4.Description of Activity

If a complainant or appellant raises his/her complaint/appeal verbally, for example through telephone call, IS EG Halal employee must request to submit a formal written complaint/appeal by email or in letter form. The written communication provides clear details of the issue or matter of concern, the desired outcome and include supporting documentation or evidence, where applicable.

Any employee who receives a written complaint/appeal must forward it to the IS EG Halal Certification manager immediately. Certification manager will evaluate the seriousness and relevance of the written complaint/appeal. If the complaint / appeal is found relevant, then Certification manager will immediately forward it to the IS EG Halal Complaints and Appeals Committee.

IS EG Halal has established Complaint and Appeals committee and consist of a minimum of three persons, where at least one of them is a Halal Islamic affairs expert. The members of this committee are independent from the Halal certification activities related to the subject complaint or appeal. Complaints by consumers regarding a certified Halal product/service shall be evaluated by the IS EG Halal, which will be responsible for making the necessary investigations. As a result of such evaluations, if 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. IS EG Halal ensure that there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy for a client, or been employed by a client, shall not be used by the IS EG Halal 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.

Complaints and Appeals Committee shall issue an acknowledgement to the Complainant/Appellant, within 10 working days from the receipt of the written complaint/appeal, unless the complaint/appeal has been fully resolved within the intervening period. This communication to the Complainant/Appellant must include the details of the complaint / appeal management process which includes but is not limited to the type of information that must be provided by the Complainant/Appellant, identity and contact details of the person to whom the complaint/appeal should be directed, the indicative timeframe for handling the complaint/appeal. Furthermore, IS EG Halal is obliged to provide the Complainant/Appellant with a final response by no later than one month after date of receipt of the formal written complaint/appeal. Where the desired outcome cannot be provided within this period, IS EG Halal will inform the Complainant/Appellant of the causes of the delay and indicate the date at which a response is likely to be made. Any complaints/appeals from a government or regulatory body must be immediately reported to the certification manager who will be the sole point of contact for complaints/appeals.

#### 4.1 Analysis, treatment and closure of complaints and appeals

Complains and Appeals Committee will conduct an investigation and analysis of the facts and circumstances that lead to the complaint/appeal. Complains and Appeals Committee is responsible for gathering and verifying all necessary information to progress the complaint/appeal to a decision. Complains and Appeals Committee will ensure that the person against whom the complaint has been made is notified in writing, shall not contribute in the treatment of any matter related to the complaint / appeal such as the review of the complaint/ appeal, its approval and the following decisions to respond to the complainant / Appellant. To avoid any conflicts of interest, only employees who are not involved or related to the matter of the complaint/appeal shall be asked to assist with the investigation.

The staff member must be given an opportunity to respond to the allegations against him/her and to put his/her interpretation of the event(s). Accurate records need to be kept and it is desirable that the interviewee's own words be recorded as far as possible. The interviewee must be given the opportunity to review, correct and endorse their record of interview.

All decisions regarding complaints/appeals shall be taken unanimously by the members of the Complaints and Appeals Committee, not by the majority of votes. Upon the finalization of the investigation, Complains and Appeals Committee will make a recommendation to the Top Management on the appropriate recourse, if any. The recommendation to the Top Management may include a number of proposed remedial solutions such as an apology letter, the provision of an explanatory letter to the Complainant/Appellant, financial compensation and/or remedial action against the employee who is subject to the complaint/appeal. If the complaint/appeal involves a violation of the law, regulations, circulars or any internal policy, Complains and Appeals Committee may treat this matter as a compliance incident which may entail further internal investigation.

Where the outcome of the investigation is insufficient to resolve the complaint/appeal, the Complains and Appeals Committee may decide to use the services of external third parties, for example lawyers or auditors. Complaints by consumers regarding a certified Halal product are evaluated by the IS EG Halal, which is 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 Agreement.

Complaints and Appeals Committee shall carry out the investigation as per following steps but not limited to this:

- i. acknowledge receipt of the complaint or appeal
- ii. collect copies of all relevant documents
- iii. obtain any other relevant information required to reach a conclusion
- iv. establish whether documented IS EG Halal procedures were followed
- v. establish whether there are any conflicts, or gaps in the IS EG Halal procedures or policies requiring attention
- vi. establish whether any decisions require alteration
- vii. take action where required
- viii. A review of the effectiveness of any action taken will normally be part of the next scheduled internal audit.



If the allegations are found to be substantiated, the action required/taken may include any of the following:

- i. an apology
- ii. an undertaking that the behavior will cease
- iii. counselling and training
- iv. disciplinary action

It is IS EG Halal responsibility to comply with the response deadlines.

The answering letter to the Complainant/Appellant shall always be sent via registered mail with confirmation of delivery or by a courier and shall contain a statement which details when tacit acceptance of the proposed remedy will be deemed. Furthermore, the answering letter shall provide the Complainant/Appellant with the non-judicial alternative dispute resolution process. There are two possible outcomes upon the Complainant's/Appellant's receipt of the answering letter:

- i. The Complainant/Appellant is satisfied with the proposed remedy and has confirmed in writing his/her acceptance thereof. Alternatively, the complainant /Appellant failed to reject the proposal in writing in the stipulated time period. The complaint/appeal will also be considered "closed" upon the Complainants express or tacit acceptance of the proposed remedy. the Company's appointed responsible employee will update the Complaints/Appeals register accordingly, or,
- ii. The Complainant/Appellant rejects the proposed remedy in writing. Complainants and Appeals Committee requests the additional factual information to the Complainant/Appellant with his/her written rejection. If no new factual information is provided by the complainant/Appellant with his/her written rejection, then Head of the Complaints and Appeals Committee will coordinate with Complainant/Appellant, and satisfy him / her on the taken decision.

IS EG Halal shall determine, together with the Client and the Complainant/Appellant, whether and, if so to what extent, the subject of the complaint/appeal and its resolution shall be made public.

#### **4.2 Follow-up of actions taken to resolve complaints and appeals:**

IS EG Halal continuously monitors actions taken to resolve complaints and claims.

On an annual basis, IS EG Halal conducts an analysis of received complaints and appeals. From this analysis the annual report on Complaints and Appeals is issued, which closes the annual cycle of improvement.

#### **5.0 Records**

- Complaints and Appeals Form