



## **Halal Quality Control Group Complaints and Appeals Procedure**

### **1. Purpose**

This procedure outlines the handling process for complaints and appeals related to Halal Certification services provided by Halal Quality Control and its branches. It ensures transparency, impartiality, and efficiency in resolving issues with any complaints from internal or external parties.

### **2. Normative references**

This procedure adheres to the following standards and regulations:

ISO 17065:2012 / ISO 17021

UAE.S 2055-2:2016

GSO 2055-2:2021

OIC/SMIIC2:2019

SJPH Decree Nr. 3 of 2023

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### **3. Appeals Handling Process**

#### **3.1 Definition of an Appeal**

An appeal refers to a formal disagreement with a certification decision made by Halal Quality Control, submitted in writing or via email by a certified client.

Appeals from non-certified clients or applicants without any signed contractual agreement will not be considered.

#### **3.2 Appeal Submission and Acceptance**

Appeals must be submitted in writing within 45 days of the decision in question.

Upon receipt, Halal Quality Control will review the appeal to determine its validity and notify the appellant of its acceptance or rejection.

Appeals are assessed by personnel who were not involved in the original certification decision.

#### **Contact Channels:**

[www.halalqualitycontrol.com/complaints](http://www.halalqualitycontrol.com/complaints)

[info@halalqualitycontrol.com](mailto:info@halalqualitycontrol.com) or any other HQC Branch email

+31 70 346 97 95

#### **3.3 Investigation and Deliberation**

Once an appeal is accepted, the Appeals Committee, composed of impartial members, will be convened to review the case.

The appellant may be invited to present their case if they so choose.

#### **3.4 Communication of the Decision**

The decision of the Appeals Committee will be communicated to the appellant in writing. If the appellant disagrees with the decision, they may submit a request for re-evaluation within 31 days of receiving the response.

This re-evaluation will only be considered if accompanied by additional evidence.

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## 4. Complaints Handling Process

### 4.1 Definition of a Complaint

A complaint refers to any formal expression of dissatisfaction from any third party regarding the services provided by Halal Quality Control.

Complaints must be submitted in writing, through the Complaint Form, or via email and may pertain to:

- a. Halal Certification services
- b. Management systems of Halal Quality Control
- c. Disputes with HQC staff members
- d. Customer service issues
- e. Training or audit services.

### 4.2 Submission and Acceptance

Complaints must be submitted within 31 days of the issue arising.

Anonymous complaints or those without clear contact details will not be processed.

Halal Quality Control will review each complaint to determine its validity and notify the complainant of its acceptance or rejection.

### Contact Channels:

[www.halalqualitycontrol.com/complaints](http://www.halalqualitycontrol.com/complaints)

[info@halalqualitycontrol.com](mailto:info@halalqualitycontrol.com) or any other HQC Branch email

+31 70 346 97 95

### 4.3 Investigation and Resolution

The complaints accepted will be investigated by personnel not involved in the subject of the complaint.

For complaints involving a Halal-certified client, HQC may refer the issue to the certified client to obtain further information.

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#### **4.4 Communication of the Decision**

Once a resolution has been determined, the decision will be communicated to the complainant in writing.

If the complainant disagrees, they may request a re-examination within 31 days, provided they submit new evidence to support their claim.

#### **4.5 Appeal Committee Review**

If the complainant remains dissatisfied, Halal Quality Control may convene a Complaints Handling Committee composed of impartial external members to conduct a final review. The decision made by this committee is final.

### **5. Corrective and Preventive Actions**

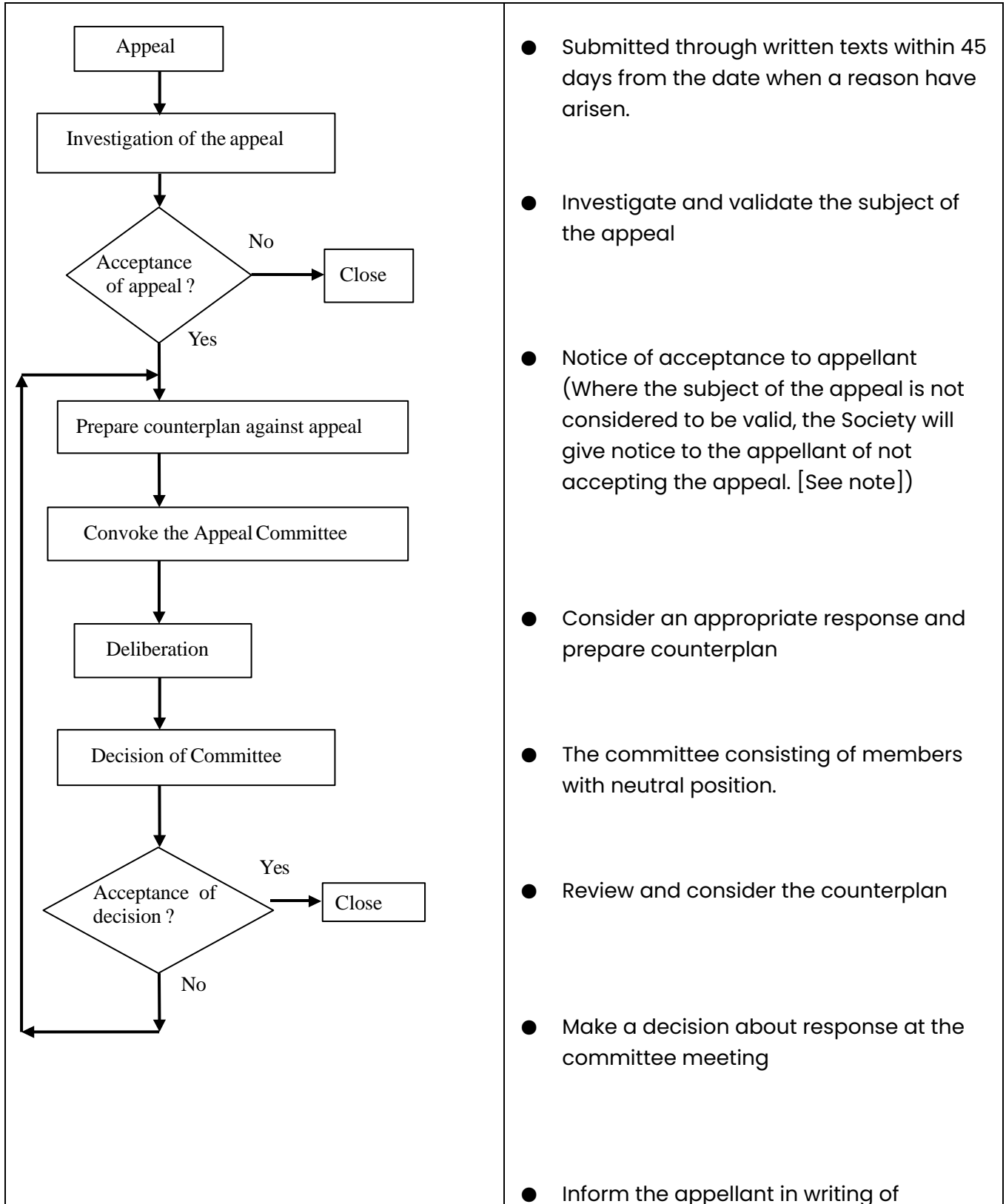
Halal Quality Control will take appropriate corrective and preventive actions based on findings from complaints and appeals.

These actions aim to ensure continuous improvement and compliance with relevant standards.

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**Attachment 1: Flowchart of Appeals-handling processes**



- Submitted through written texts within 45 days from the date when a reason have arisen.
- Investigate and validate the subject of the appeal
- Notice of acceptance to appellant (Where the subject of the appeal is not considered to be valid, the Society will give notice to the appellant of not accepting the appeal. [See note])
- Consider an appropriate response and prepare counterplan
- The committee consisting of members with neutral position.
- Review and consider the counterplan
- Make a decision about response at the committee meeting
- Inform the appellant in writing of

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## Complaints and Appeals Procedures

Committee's decision

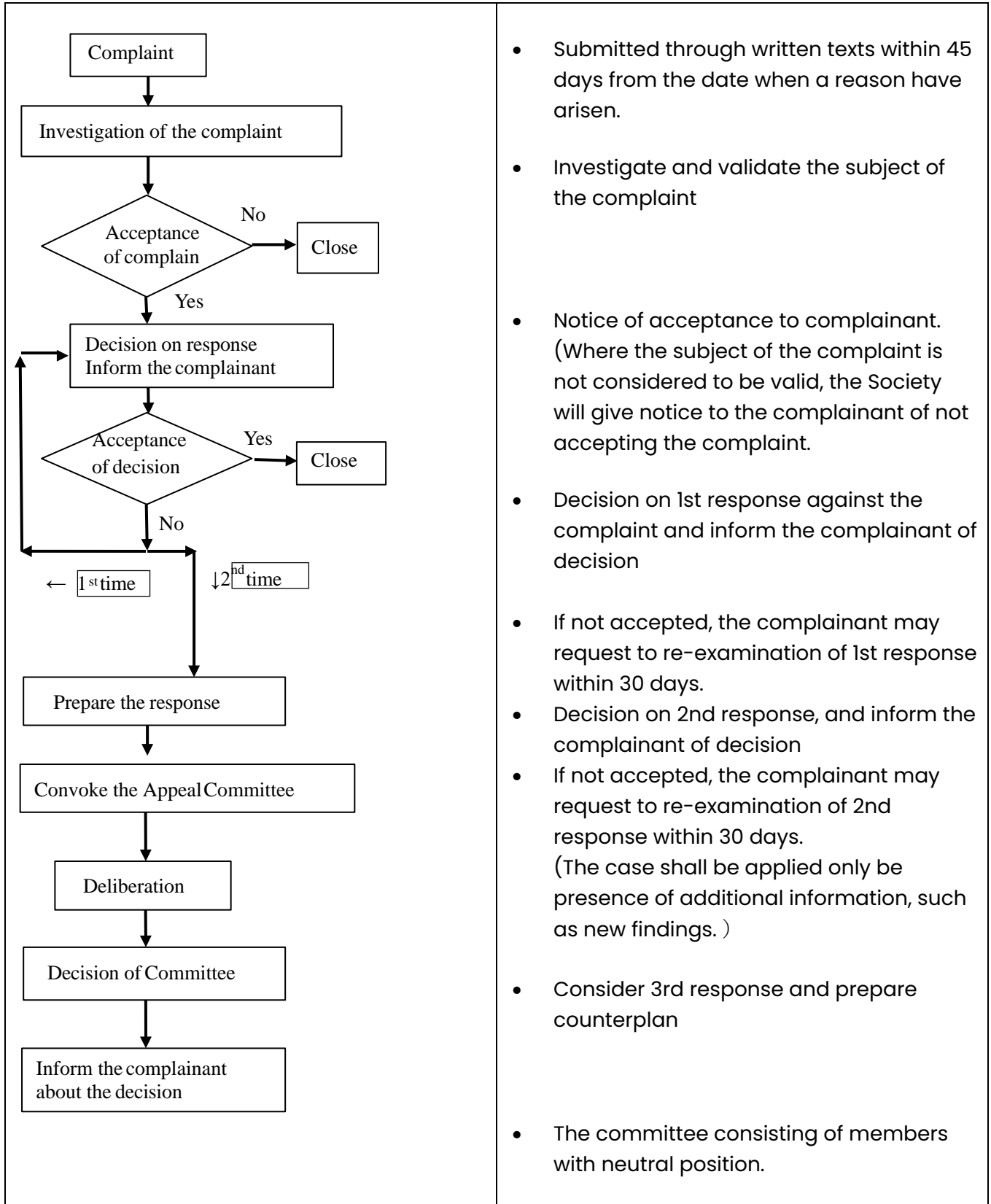
- If not accepted, the appellant may request to re-open the deliberation at the committee within 30 days after receipt of the result.  
(This processing may only be granted once.)

Note :The following are examples of not accepting the subject of appeal:

- 1) The appellant is not a client of Halal Quality Control or not recognized, nor an applicant for Halal Certification;
- 2) The subject of appellant is apparently not related to the certification decision of Halal Quality Control



**Attachment 2: Flowchart of Complaints-handling processes**



- Submitted through written texts within 45 days from the date when a reason have arisen.
- Investigate and validate the subject of the complaint
- Notice of acceptance to complainant. (Where the subject of the complaint is not considered to be valid, the Society will give notice to the complainant of not accepting the complaint.
- Decision on 1st response against the complaint and inform the complainant of decision
- If not accepted, the complainant may request to re-examination of 1st response within 30 days.
- Decision on 2nd response, and inform the complainant of decision
- If not accepted, the complainant may request to re-examination of 2nd response within 30 days. (The case shall be applied only be presence of additional information, such as new findings. )
- Consider 3rd response and prepare counterplan
- The committee consisting of members with neutral position.

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## Complaints and Appeals Procedures

- Review and consider the counterplan
- Make a decision about response at the committee meeting.
- Inform the complainant in writing of Committee's decision (the end of the complaints-handling process)